(4)

Access DB# 11 88 88

SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: Joseph Phan   Examiner #: 78917 Date: 04/06/04
Art Unit: 2645   Phone Number 305-3206   Serial Number: 09/305,274
Mail Box Location: 2645   Results Format Preferred (circle): PAPER DISK E-MAIL
                   8811

If more than one search is submitted, please prioritize searches in order of need.
****
Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched.
Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or
utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if
known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: Voice Response Apparatus with Silent Prompt

Inventors (please provide full names): Alexander McAllister

Earliest Priority Filing Date: (11/01/1998) swore with proof back to this date
                                                                    to nullify Beith pato
For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the   # 6444
appropriate serial number.

Claims 1 & 6 discloses providing a silent delay period
immediately after providing a voice message to a subscriber
if subsciber inputs a command withing this period, performing said comma
if not, perform initial command by system

Examiner has yet to find prior art disclosing a delay period that performs
an alternate command input by a subscriber

****
STAFF USE ONLY   Type of Search   Vendors and cost where applicable
Searcher: Vamshi Kalakuntla   NA Sequence (#)_____   STN_____
Searcher Phone #: 703 306 0254   AA Sequence (#)_____   Dialog_____
Searcher Location: Pk2 2C03   Structure (#) _____   Questel/Orbit_____
Date Searcher Picked Up: 04/07/04   Bibliographic ___✓___   Dr.Link_____
Date Completed: _____   Litigation   _____   Lexis/Nexis_____
Searcher Prep & Review Time: _____ Fulltext   ___✓___   Sequence Systems_____
Clerical Prep Time: _____   Patent Family _____   WWW/Internet_____
Online Time: _____   Other   _____   Other (specify)_____

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File 344:Chinese Patents Abs Aug 1985-2004/Mar
        (c) 2004 European Patent Office
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)
        (c) 2004 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2004/Mar W04
        (c) 2004 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20040401,UT=20040325
        (c) 2004 WIPO/Univentio
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200418
        (c) 2004  Thomson Derwent


Set      Items    Description
S1          42    AU=(MCALLISTER, A? OR MCALLISTER A?) OR CO=BELL()ATLANTIC
S2           1    S1 AND (IVR OR VRU OR VOICE()RESPON?)
S3           0    S1 AND IC=G10L-021/00
S4           0    S1 AND IC=G10L-021
S5           7    S1 AND IC=G10L
S6           7    IDPAT (sorted in duplicate/non-duplicate order)
S7           6    IDPAT (primary/non-duplicate records only)
S8           5    S7 NOT S2
```

DIALOG(R)File 350:Derwent WPIX

014677464   **Image available**
WPI Acc No: 2002-498521/200253
XRPX Acc No: N02-394577
  Voice   response **unit for telecommunication application, selects
 content equivalent message and voice message from memory, based on output
 of speech recognition engine**
Patent Assignee: VERIZON SERVICES CORP (VERI-N)
Inventor: CURRY J E; **MCALLISTER A I**
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6385584	B1	20020507	US 99302432	A	19990430	200253	B

Priority Applications (No Type Date): US 99302432 A 19990430
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6385584	B1		15	G10L-015/00	

Abstract (Basic): US 6385584 B1
     NOVELTY - A memory stores several voice messages corresponding to
content equivalent messages. A speech recognition engine (114) receives
a speech input signal and provides an output. A processor (102) selects
a content equivalent message and a voice message based on the output. A
speech output unit outputs the selected voice message.
     DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the
following:
     (1) Method of responding to speech commands; and
     (2) Computer readable medium storing program for responding to
speech commands.
     USE - For telecommunication application for e.g. providing
telephone directory information for users.
     ADVANTAGE - Enhances user interaction and minimizes frustration.
Reduces monotony characteristic of automated response systems.
     DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of a
 voice   response unit.
     Processor (102)
     Speech recognition engine (114)
     pp; 15 DwgNo 1/4
Title Terms: VOICE; RESPOND; UNIT; TELECOMMUNICATION; APPLY; SELECT;
  CONTENT; EQUIVALENT; MESSAGE; VOICE; MESSAGE; MEMORY; BASED; OUTPUT;
  SPEECH; RECOGNISE; ENGINE
Derwent Class: P86; T01; W01; W04
International Patent Class (Main): G10L-015/00
File Segment: EPI; EngPI
?

8/5/1   (Item 1 from file: 350)

011479144   **Image available**
WPI Acc No: 1997-457051/199742
Related WPI Acc No: 1996-412382; 1997-051482
XRPX Acc No: N97-380707
  **Method of establishing completion of connection in telecommunication
  system - involves sensing biometric information regarding caller and
  responds to caller using handset which is used to address data base**
Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)
Inventor: CURRY J; **MCALLISTER A** ; MEADOR F
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5666400	A	19970909	US 94271885	A	19940707	199742	B
			US 94271887	A	19940707		

Priority Applications (No Type Date): US 94271887 A 19940707; US 94271885 A
  19940707
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5666400	A		16	G06K-009/00	CIP of application US 94271885
					CIP of patent US 5553119

Abstract (Basic): US 5666400 A
      The method involves steps which respond to the calling station
  going off-hook, establishes the identity of the calling station and
  uses information related to the established identity to address a data
  base. The calling station senses biometric information regarding the
  caller and responds to the caller using the handset and is used to
  address a data base. It selects from a number of speech recognition
  resources one which indicates by at least one of the identity and
  biometric information. It establishing connection between the off-hook
  station and a voice platform and inputs a spoken command from a caller
  at the calling station to the voice platform. There is an output signal
  which represents the spoken command received by the voice platform from
  the number of speech recognition resources and is used to establish the
  completion of the connection. The output signal is produced by at least
  one of the selected resources based on an evaluation of at least all
  sensed biometric information.
      ADVANTAGE - Processes voice frequency instructions without operator
  intervention. Accomplishes universal speech recognition in switched
  telephone network.
      Dwg.2/8
Title Terms: METHOD; ESTABLISH; COMPLETE; CONNECT; TELECOMMUNICATION;
  SYSTEM; SENSE; INFORMATION; CALL; RESPOND; CALL; HANDSET; ADDRESS; DATA;
  BASE
Derwent Class: P86; T01; T04; W01; W04
International Patent Class (Main): G06K-009/00
International Patent Class (Additional): **G10L-005/02**
File Segment: EPI; EngPI

8/5/2   (Item 2 from file: 350)

011341453   **Image available**
WPI Acc No: 1997-319358/199729

Related WPI Acc No: 1994-218202
XRPX Acc No: N97-264409
  Automated subscriber telephone number providing method - prompting user
  to speak name and location of sought party, and digitising responses
  before feeding them to speech recognition devices, whose outputs are used
  to search database for corresponding number
Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)
Inventor: CASEY K M; CURRY J E; HANLE J P; HAYDEN J B; MCALLISTER A I ;
  MEADOR F E; TRESSLER R C
Number of Countries: 001   Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5638425	A	19970610	US 92992207	A	19921217	199729	B
			US 94333988	A	19941102		

Priority Applications (No Type Date): US 94333988 A 19941102; US 92992207 A
  19921217
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5638425	A		29	H04M-001/64	CIP of application US 92992207

Abstract (Basic): US 5638425 A
     The method involves connecting a telephone user to an automated
directory assistance station, upon a user dialling a predetermined
number on a telephone. The user responds to a stored message, by
speaking a name of a location of a sought subscriber. A second stored
message prompts the user to speak the last name of the sought
subscriber. The responses from the user are encoded into first and
second digital signals which are compatible with two speech recognition
devices. The signals are transmitted to the speech recognition devices
which use word recognition and phoneme recognition, respectively.
     The output signals from the speech recognition devices are decoded
and a probability level signal is associated with each decoded signal.
The probability level signals are combined according to a predetermined
function, to derive several combined probability level signals. Two
decoded signals, associated with the highest probability level are
selected. The second selected signal is used to obtain a corresponding
directory number from a database. A message is transmitted to the user,
articulating the directory number.
     USE/ADVANTAGE - E.g. for automatic processing of directory
assistance calls in telecommunication network. Uses available speech
recognition equipment in unique manner, to attain improved level of
effectiveness. Minimises necessity to rely on operator intervention.
Maximises successful provision of required assistance.
     Dwg.4/11
Title Terms: AUTOMATIC; SUBSCRIBER; TELEPHONE; NUMBER; METHOD; PROMPT; USER
  ; SPEAKER; NAME; LOCATE; PARTY; DIGITAL; RESPOND; FEED; SPEECH; RECOGNISE
  ; DEVICE; OUTPUT; SEARCH; DATABASE; CORRESPOND; NUMBER
Derwent Class: P86; W01; W04
International Patent Class (Main): H04M-001/64
International Patent Class (Additional): G10L-005/00
File Segment: EPI; EngPI

 8/5/3   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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010915431   **Image available**
WPI Acc No: 1996-412382/199641
Related WPI Acc No: 1997-051482; 1997-457051

XRPX Acc No: N96-347167
  Called and calling telephone stations connection establishing using
  speech recognition - inputting spoken command from caller at calling
  station to selected resource followed by outputting from speech
  recognition resource first output signal responsive t that command
Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)
Inventor: MCALLISTER A ; WISE L
Number of Countries: 001   Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 5553119   A   19960903   US 94271885   A   19940707 199641 B

Priority Applications (No Type Date): US 94271885 A 19940707
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
US 5553119   A   15 H04M-003/64

Abstract (Basic): US 5553119 A
        The method involves establishing connection to the off-hook
    station, while a spoken command in input from a caller at the calling
    station to the selected resource. A first output signal is output from
    the first speech recognition resource as response to the spoken
    command. A second resource responsive to the first output signal is
    selected from number of speech recognition resources and a second
    output signal is output from the second speech recognition resource.
        The method further entails inputting a second spoken command from
    the caller at the calling station to the second resource and a third
    output signal responsive to the second spoken command is
        output from the second speech recognition resource. The degree of
    traffic through the number of speech recognition resources is then
    determined for comparing the latter to a predetermined traffic load.
        USE/ADVANTAGE - For automating various user initiated telephony
    processes. Accomplishes universal speech recognition on reliable basis
    by using unique combination of existing technologies and available
    equipment.
        Dwg.3/6
Title Terms: CALL; CALL; TELEPHONE; STATION; CONNECT; ESTABLISH; SPEECH;
  RECOGNISE; INPUT; SPEAKER; COMMAND; CALL; CALL; STATION; SELECT; RESOURCE
  ; FOLLOW; OUTPUT; SPEECH; RECOGNISE; RESOURCE; FIRST; OUTPUT; SIGNAL;
  RESPOND; COMMAND
Derwent Class: P86; W01; W04
International Patent Class (Main): H04M-003/64
International Patent Class (Additional): G10L-009/06
File Segment: EPI; EngPI

  8/5/4   (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004   Thomson Derwent. All rts. reserv.

009950489
WPI Acc No: 1994-218202/199426
Related WPI Acc No: 1997-319358
XRPX Acc No: N94-172289
  Providing subscriber telephone numbers to telephone users - using speech
  recognition to decode area and name prompted from user and articulates
  corresp. code and number retrieved from database
Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)
Inventor: CASEY K M; CURRY J E; HANLE J P; HAYDEN J B; MCALLISTER A I ;
  MEADOR F E; TRESSLER R C; MCALLISTER A

Number of Countries: 045   Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9414270	A1	19940623	WO 93US12247	A	19931216	199426	B
AU 9458033	A	19940704	AU 9458033	A	19931216	199437	

Priority Applications (No Type Date): US 92992207 A 19921217
Cited Patents: 01Jnl.Ref; US 4979206
Patent Details:

Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 9414270   A1 E 46 H04M-001/64
    Designated States (National): AT AU BB BG BR BY CA CH CZ DE DK ES FI GB
    HU JP KP KR KZ LK LU LV MG MN MW NL NO NZ PL PT RO RU SD SE SK UA UZ VN
    Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL
    OA PT SE
AU 9458033   A   H04M-001/64   Based on patent WO 9414270

Abstract (Basic): WO 9414270 A.
    The method involves enabling automated station to respond to a set
    dialled number to prompt a caller by a recorded message to give a
    desired location. The response is digitised and simultaneously input to
    word and phoneme recognition devices, which each output a translation
    signal and an associated confidence level signal.
    The highest confidence level translation signal is selected and a
    corresp. area code retrieved from a database. The caller is then
    prompted to speak the name of the sought party. The response is
    processed as before and the number retrieved from the database. The
    code and number are articulated to the caller.
    ADVANTAGE - Efficient. Acceptable and pleasing to user. Uses
    available speech recognition devices. Need for operator intervention
    minimised.
    Dwg.6/7
Title Terms: SUBSCRIBER; TELEPHONE; NUMBER; TELEPHONE; USER; SPEECH;
  RECOGNISE; DECODE; AREA; NAME; USER; ARTICULATE; CORRESPOND; CODE; NUMBER
  ; RETRIEVAL; DATABASE
Derwent Class: P86; W01; W04
International Patent Class (Main): H04M-001/64
International Patent Class (Additional): G10L-005/00 ; G10L-005/06 ;
  G10L-007/00 ; G10L-007/08 ; G10L-009/00 ; G10L-009/06 ; H04M-003/42
File Segment: EPI; EngPI

 8/5/5   (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

009305811   **Image available**
WPI Acc No: 1992-433220/199252
XRPX Acc No: N92-330635
  Remote verification method of attendance of particular person at
  predetermined location - using voice analysis of speech transmitted in
  telephone call from site to centre performed during periodic testing
  using voice template vocabulary
Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)
Inventor: DALESSIO F D; KEOPPE A C; MCALLISTER A I ; WEGLEITNER M A
Number of Countries: 038   Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5170426	A	19921208	US 91758051	A	19910912	199252	B
WO 9305605	A1	19930318	WO 92US7645	A	19920911	199312	
AU 9225747	A	19930405	AU 9225747	A	19920911	199330	

NZ 244333   A   19941222 NZ 244333   A   19920914 199505

Priority Applications (No Type Date): US 91758051 A 19910912
Cited Patents: US 5023901; US 5054055
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
US 5170426   A   11 H04M-011/04
WO 9305605   A1   27 H04M-011/04
    Designated States (National): AT AU BB BG BR CA CH CS DE DK ES FI GB HU
    JP KP KR LK LU MG MN MW NL NO PL RO RU SD SE
    Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL
    OA SE
AU 9225747   A   H04M-011/04   Based on patent WO 9305605
NZ 244333   A   G10L-005/06

Abstract (Basic): US 5170426 A
      The method is for remotely verifying attendance of a partic. person
    at a predetermined confined area. Monitoring and verification is
    performed through a telephone network including a telephone on the
    premises of the location of confinement and a control centre. Voice
    verification, using voice analysis of speech transmitted in a telephone
    call from the site to the centre is performed during periodic testing.
      A voice template vocabulary is established for the individual and
    used for voice verification. Caller line identification of each
    incoming call is performed to verify that call originates from the
    appropriate location. The confined individual is required, either
    randomly or at scheduled intervals, by the system to call the control
    centre and recite a statement including randomly selected words from
    the template vocabulary.
      USE - For home incarceration system providing alternative to
    detention within prison facilitates.
Title Terms: REMOTE; VERIFICATION; METHOD; ATTEND; PERSON; PREDETERMINED;
  LOCATE; VOICE; ANALYSE; SPEECH; TRANSMIT; TELEPHONE; CALL; SITE; CENTRE;
  PERFORMANCE; PERIODIC; TEST; VOICE; TEMPLATE; VOCABULARY
Derwent Class: W01; W05
International Patent Class (Main): G10L-005/06; H04M-011/04
International Patent Class (Additional): G08B-023/00; G08B-026/00
File Segment: EPI
?

Set	Items	Description
S1	2084	IVR OR VRU OR VOICE()RESPON?
S2	23	(WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY OR DOWNTIME OR DOWN()TIME OR HOLD)(3N)(INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING - OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3	23	S1 AND S2
S4	1400	COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?)(3N)(BU-TTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S5	42	(CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR"-)(3N)(OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR LIST)
S6	1	(DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR· BACKUP)(3N-)(OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S7	0	ROTARY(3N)(PHONE OR TELEPHON?) OR "NOT"()(TOUCH()TONE OR T-OUCHTONE)
S8	23	IDPAT S3 (sorted in duplicate/non-duplicate order)
S9	22	IDPAT S3 (primary/non-duplicate records only)
S10	11	S9 AND AD=19981101:20020101/PR
S11	3	S9 AND AD=20020101:20040410/PR
S12	9	S9 NOT (S10 OR S11)
S13	.6	S12 AND (S4 OR S5 OR S6)
S14	3	S12 NOT S13
S15	25	S1 AND IC=G10L-021/00
S16	25	IDPAT (sorted in duplicate/non-duplicate order)
S17	25	IDPAT (primary/non-duplicate records only)
S18	15	S17 AND AD=19981101:20020101/PR
S19	12	S17 AND AD=20020101:20040410/PR
S20	1	S17 NOT (S18 OR S19)
S21	1	S20 NOT S12

13/3,K/1   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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05590836   **Image available**
BROADCAST CENTER

PUB. NO.:   09-205636 [JP 9205636 A]
PUBLISHED: August 05, 1997 (19970805)
INVENTOR(s):   ENOMOTO MICHIKO
APPLICANT(s): EKUSHINGU KK [000000] (A Japanese Company or Corporation), JP
               (Japan)
               BROTHER IND LTD [000526] (A Japanese Company or Corporation),
               JP (Japan)
APPL. NO.:   08-011923 [JP 9611923]
FILED: January 26, 1996 (19960126)

ABSTRACT
... That is, when the viewer makes call connection to the broadcast center
10 via a public telephone line 40, the broadcast center 10 uses a **voice
response** device 20 to send a voice reply message as an incoming call
reply from a telephone set 50. When the viewer enters a number of...

... computer 11 via the voice reply device 20. That is, request data are
acquired from a request reception table in the CPU memory by a **command**
from the **voice   response** device 20 and rearranges the data in the order
of higher announcement timing setting **time** . Then a **wait   time** till
program start is acquired and when it is larger than the announcement
timing, it is informed as a voice message to the announcement destination
...

13/3,K/2   (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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04710137   **Image available**
FACSIMILE RECEIVER

PUB. NO.:   07-030737 [JP 7030737 A]
PUBLISHED: January 31, 1995 (19950131)
INVENTOR(s):   AKAZAWA SO
APPLICANT(s): CASIO COMPUT CO LTD [350750] (A Japanese Company or
               Corporation), JP (Japan)
APPL. NO.:   05-193927 [JP 93193927]
FILED: July 09, 1993 (19930709)

ABSTRACT
...CONSTITUTION: A line switcher 15 and a **voice   response** collator 16
are provided inside a service center 12. At the **time** of **waiting** an
incoming call, a line is connected to the side of the **voice   response**
collator 16 by the line switcher 15 and when a call is incoming from a
facsimile equipment 1, the **voice   response** collator 16 transmits the
inputs of a customer number and a password to the facsimile equipment 11
corresponding to a voice message. After it is discriminated by collating
the transmitted...

13/3,K/3   (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO

01942861   **Image available**
TELEPHONE EXCHANGE

ABSTRACT

PURPOSE: To improve telephone exchange service by providing an automatic
 answer by the automatic **voice** **responding** device to an overflown call
in case when the calls are overflowing at a switchboard and by performing
the reserve-service processing for the next...
... at the automatic response-service switchboard, a response signal is
transmitted to the switchboard-extension trunk IWT. When the line is
connected, the automatic voice **answer** equipment AVAE announces the
overflowing state and the call-back processing by its speech synthesizing
function, and requests an originating subscriber to notify his own
telephone number and that to be connected. The information notified are
accumulated in a number accumulating device MEME, then the automatic voice
 answer equipment AVAE informs the original subscriber that the reserve
service is in **wait** . Parallel to the above sequence, the exchange
interface equipment CIE is monitoring the available/busy status of the
exchange CBD, and if it finds the...

 13/3,K/4   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX

013733326   **Image available**
WPI Acc No: 2001-217556/200122
Related WPI Acc No: 1999-336915; 2000-085580
XRPX Acc No: N01-155051
 Incoming call prioritizing and screening for personal communication
  service agents, involves comparing priority level of each call with first
  call, based on which call waiting announcement is sent to calling party
Patent Assignee: STENTOR RESOURCE CENT INC (STEN-N)
Inventor: ISHIKAWA C I; STACEY R B; TATCHELL G R
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6160877	A	20001212	US 96756828	A	19961119	200122	B
			US 97814269	A	19970310		

Priority Applications (No Type Date): US 96756828 A 19961119; US 97814269 A
   19970310
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6160877	A		32	H04M-003/00	Div ex application US 96756828
					Div ex patent US 5999611

Abstract (Basic):
...   Eliminates the opportunity of a caller to bypass subscriber's
    personal agent. Automatically controls personal agent using voice
    activated **commands** which are followed by **voice response** from
    personal agent. Enables subscriber to request a list of new messages,
    play messages in any order and play voice mail greetings according to
    calling...
...Title Terms: **WAIT** ;

 13/3,K/5   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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011823527   **Image available**
WPI Acc No: 1998-240437/199821
XRPX Acc No: N98-190182
   **Interactive voice responsive radio tuning system for aircraft - has
   voice recognition device sending digital signal to database in response
   to verbal command to extract frequency tuning data and tune radio**
Patent Assignee: HONEYWELL INC (HONE); HONEYWELL INT INC (HONE)
Inventor: CLARK L K
Number of Countries: 019 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9815057	A1	19980409	WO 97US17348	A	19970926	199821	B
EP 929938	A1	19990721	EP 97943612	A	19970926	199933	
			WO 97US17348	A	19970926		
US 6173192	B1	20010109	US 96723067	A	19961001	200104	
EP 929938	B1	20010509	EP 97943612	A	19970926	200128	
			WO 97US17348	A	19970926		
DE 69704785	E	20010613	DE 604785	A	19970926	200141	
			EP 97943612	A	19970926		
			WO 97US17348	A	19970926		

Priority Applications (No Type Date): US 96723067 A 19961001
Patent Details:

Patent No	Kind Lan Pg	Main IPC	Filing Notes
WO 9815057	A1 E 13	H03J-001/00	

    Designated States (National): JP
    Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC
    NL PT SE

EP 929938	A1 E	H03J-001/00	Based on patent WO 9815057

    Designated States (Regional): DE FR GB IT

US 6173192	B1	H04B-001/00	
EP 929938	B1 E	H03J-001/00	Based on patent WO 9815057

    Designated States (Regional): DE FR GB IT

DE 69704785	E	H03J-001/00	Based on patent EP 929938
			Based on patent WO 9815057

   Interactive voice responsive radio tuning system for aircraft...

...**has voice recognition device sending digital signal to database in
   response to verbal command to extract frequency tuning data and tune
   radio**

...Abstract (Basic): An interactive voice recognition system for radio
   tuning includes a voice recognition device responsive to a verbal
   command . In response to the verbal **command** to the voice recognition
   device (6), a digital signal of the verbal **command** is sent to a
   database (8...

...ADVANTAGE - Enables pilot of aircraft to spend less ''heads **down** ''
   time in setting up communication with external facilities...
...Title Terms: **RESPOND** ;

 13/3,K/6   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

010960540   **Image available**
WPI Acc No: 1996-457489/199646
XRPX Acc No: N96-385525
   Vehicular emergency message system for requesting either emergency or
   roadside assistance - places second call to response centre using only
   voice contact and bypasses data transmission via modem in event that
   first data call is unsuccessful
Patent Assignee: FORD MOTOR CO (FORD)
Inventor: DORFSTATTER W A; TIMM M J
Number of Countries: 004 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 737953	A1	19961016	EP 96302367	A	19960403	199646	B
US 5572204	A	19961105	US 95419349	A	19950410	199650	
EP 737953	B1	20000223	EP 96302367	A	19960403	200015	
DE 69606730	E	20000330	DE 606730	A	19960403	200023	
			EP 96302367	A	19960403		

Priority Applications (No Type Date): US 95419349 A 19950410
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 737953	A1	E	12	G08G-001/127	
Designated States (Regional): DE FR GB					
EP 737953	B1	E		G08G-001/127	
Designated States (Regional): DE FR GB					
DE 69606730	E			G08G-001/127	Based on patent EP 737953
US 5572204	A		11	G08G-001/123	

...Abstract (Equivalent): a cellular transceiver having an audio signal
   input , an audio signal output, and a control **input** ;
       . . .

...and said cellular transceiver for causing said cellular transceiver to
   communicate with said response center in a predetermined manner,
   wherein said controller operates in a **wait** mode, an activation mode,
   and a communication mode, said controller including a tone detector for
   detecting tone signals from said response center; and...

...wherein said activation mode is comprised of 1) obtaining control of
   said cellular transceiver through said control **input** in order to
   establish a communication channel between said cellular transceiver and
   said response center, 2) initiating a first call to said response
   center including...
...initiating a second call to said response center if said first call
   fails, said second call being comprised of an initial transmission and
   reception of **voice** **responsive** to said audio **input** and said audio
   output without muting
...Title Terms: **RESPOND** ;
?

03971656　　**Image available**
FACSIMILE DEVICE WITH **VOICE**　**RESPONSE**　FUNCTION

FACSIMILE DEVICE WITH **VOICE**　**RESPONSE**　FUNCTION

ABSTRACT
... signal and to provide the response signal whose specific frequency
component can be left as much as possible, as to a facsimile device
performing a **voice**　**response**　to an incoming call, detecting the CNG
signal of the facsimile device on the calling side and automatically
switching to a facsimile receiving side...
... line can detect the aimed CNG signal without being affected by an echo
from the telephone line, and thus, time of retaining line and the **time** of
waiting　for the response of the opponent facsimile device can be
shortened.

02850396　　**Image available**
VOICE　**RESPONSE**　SYSTEM IN KEY TELEPHONE SET

VOICE　**RESPONSE**　SYSTEM IN KEY TELEPHONE SET

ABSTRACT
PURPOSE: To improve service function by connecting a **voice**　**response**
unit to an accommodating position of a key telephone set of a master set
via a channel and a signal line so as to allow the **voice**　**response** unit
to apply the recording and reproduction of plural voice messages...
...CONSTITUTION: A **voice**　**response**　unit 5 is connected to plural
telephone set connection ports CN(sub m-1)-CN(sub m) in a master set 1 via
lines 3...

... and a signal line and the unit 5 is provided with a DTMF receiver and a data transmission circuit with the master set 1. The **voice response** unit 5 analyzes a data code from the master set 1 and the transmission data code to a key telephone set 4 and sends a...

... of the called number in response to the incoming call from the master set 1. Thus, various voice service such as message recording to the **voice response** unit, busy **wait** transfer, absence transfer, retransfer from the **voice response** unit 5 and message reproduction are attained.

14/3,K/3   (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO
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01760665   **Image available**
AUTOMATIC **WAITING   TIME** NOTICE SYSTEM IN TELEPHONE SERVICE

AUTOMATIC **WAITING   TIME** NOTICE SYSTEM IN TELEPHONE SERVICE

ABSTRACT

PURPOSE: To relieve the load of the operator and to improve the quality of **waiting   time** service by obtaining a caller number to an inquiry about a **waiting   time**, allowing the said number to index a reception ticket, calculating the **waiting   time** and allowing an automatic **voice response** device to reply the inquiry...

...CONSTITUTION: When a **wait   time** information service request subscriber (SUB)1 dials a special number for the purpose, the special number 8-1 and a service request subscriber number 8...

...2. A translation section 8-3 of the call processing section 8 translates the number 8-1 so as to recognize the incoming of the **waiting   time** information service and gives the processing to a **waiting   time** calculation processing section 9 together with the subscriber number 8-2. A retrieval section 9-1 retrieves a memory ticket based on the number 8-2, a **waiting   time** calculation section 9-2 calculates the **waiting   time** and the result of calculation is informed to the subscriber 1 by the **voice response** processing 10.
?

011591972   **Image available**
WPI Acc No: 1998-009101/199801
XRPX Acc No: N98-007136
   Spoken response provision for speech input in voice system - recognises
   and interprets speech inputs in languages, evaluates recognised speech
   input to find language of input, effects dialogue with database to obtain
   speech information data to formulate spoken response in that language
Patent Assignee: TELIA AB (TELI-N)
Inventor: LYBERG B
Number of Countries: 019 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9743707	A1	19971120	WO 97SE584	A	19970408	199801	B
SE 9601812	A	19971114	SE 961812	A	19960513	199806	
NO 9805178	A	19981111	WO 97SE584	A	19970408	199908	
			NO 985178	A	19981106		
EP 976026	A1	20000202	EP 97919841	A	19970408	200011	
			WO 97SE584	A	19970408		
SE 519273	C2	20030211	SE 961812	A	19960513	200318	

Priority Applications (No Type Date): SE 961812 A 19960513
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9743707	A1	E	37	G06F-003/16	

   Designated States (National): NO
   Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC
   NL PT SE

SE 9601812	A			G06F-003/16	
NO 9805178	A			G06F-000/00	
EP 976026	A1	E		G06F-003/16	Based on patent WO 9743707

   Designated States (Regional): CH DE DK FI FR GB LI NL SE

SE 519273	C2			G10L-015/02	

Abstract (Basic): WO 9743707 A
      The method recognises and interprets speech input and uses the
   interpretation to obtain speech information data from a database for
   use in formulation of the spoken response. The database contains speech
   information data in two natural languages.
      The method recognises and interprets speech inputs in these two
   languages and evaluates (3) a recognised speech input to determine the
   language of the input, and effects a dialogue with the database to
   obtain speech information data to formulate a spoken response in that
   language. The data is converted into the spoken response. Separate
   databases (8 and 9) are used for the languages.
      USE - relates to system and method for speech to speech conversion
   and to voice responsive communication system including speech to speech
   conversion system.
      ADVANTAGE - System can interpret received speech conversation
   irrespective of language and or dialect and matches language and or
   dialect of speech outputs to that of respective speech inputs.
      Dwg.1/1
Title Terms: SPEAKER; RESPOND; PROVISION; SPEECH; INPUT; VOICE; SYSTEM;
   RECOGNISE; INTERPRETATION; SPEECH; INPUT; LANGUAGE; EVALUATE; RECOGNISE;
   SPEECH; INPUT; FINDER; LANGUAGE; INPUT; EFFECT; DIALOGUE; DATABASE;
   OBTAIN; SPEECH; INFORMATION; DATA; SPEAKER; RESPOND; LANGUAGE
Derwent Class: P86; T01; W04
International Patent Class (Main): G06F-000/00; G06F-003/16; G10L-015/02

International Patent Class (Additional): G10L-005/04; G10L-021/00
File Segment: EPI; EngPI
?

Set	Items	Description
S1	4516	IVR OR VRU OR VOICE()RESPON?
S2	95259	(WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY OR DOWNTIME OR DOWN()TIME OR HOLD)(3N)(INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING - OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3	1927150	COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?)(3N)(BUTTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S4	24804	(CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR")(3N)(OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR LIST)
S5	16590	(DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR BACKUP)(3N)(OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S6	106	ROTARY(3N)(PHONE OR TELEPHON?) OR "NOT"()(TOUCH()TONE OR TOUCHTONE)
S7	13	S1 AND S2
S8	12	RD S7 (unique items)
S9	8	S8 NOT PY>1998
S10	3	S9 AND (S3 OR S4 OR S5)
S11	5	S9 NOT S10
S12	3	S1 AND S6
S13	1293	S1 AND (INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ? OR DURATION? ? OR GAP OR GAPS OR DELAY? ? OR LAPSE OR WAIT OR WAITING(W)TIME)
S14	151	S13 AND (S3 OR S4)
S15	2	S14 AND S5
S16	41	S13(5N)(S3 OR S4)

```
S17     42    S15 OR S16
S18     36    RD S17 (unique items)
S19     28    S18 NOT PY>1998
S20     28    S19 NOT S9
S21     29    S13(3N)(S3 OR S4)
S22     25    RD S21 (unique items)
S23     19    S22 NOT PY>1998
S24     28    S23 OR S20
S25      1    S24 AND S5
S26     19    S23 NOT (S9 OR S25)
S27    457    AU=(MCALLISTER, A? OR MCALLISTER A?) OR CO=BELL()ATLANTIC
S28      1    S27 AND S1
S29      8    S1 AND REACTION()TIME? ?
S30      7    RD S29 (unique items)
S31      5    S30 NOT PY>1998
```

10/3,K/1   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4925267
 Title: **Unemployment calls fast and legal in Oregon (benefits distribution)**
   Journal: Communications News   vol.32, no.3   p.30
   Publication Date: March 1995 Country of Publication: USA
   CODEN: CMUNA9 ISSN: 0010-3632
   Language: English
   Subfile: D
   Copyright 1995, IEE

   Abstract: The long drive and longer **wait** to qualify for unemployment
benefits in Oregon is history. The Oregon Employment Division (OED)
benefits too, avoiding the need to use an optical character recognition
(OCR) system that resulted in nearly 50% of the cards filled out being
processed manually. An **IVR** (interactive **voice** **response**) system, first
turned up in 1991, is available to claimants with **touchtone** phones 24
hours, seven days a week, at eight locations throughout Oregon. An 800
number serves remote locations.
   ...Identifiers: interactive **voice** **response** system...

... **touchtone** phones...
...Wygant Scientific MicroITC **IVR** system

10/3,K/2   (Item 2 from file: 2)
DIALOG(R)File   2:INSPEC
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03664596   INSPEC Abstract Number: D90001814
 Title: **Automating customer service (insurance)**
   Author(s): Daniels, R.
   Author Affiliation: Periphonics Corp., Bohemia, NY, USA
   Journal: Insurance Software Review   vol.14, no.4   p.60-2
   Publication Date: Aug.-Sept. 1989 Country of Publication: USA
   CODEN: INSREK ISSN: 0892-8533
   Language: English
   Subfile: D

   Abstract: **Voice** **response** technology lets life, health, and casualty
insurance companies handle twice the volume of customer and agent telephone
calls with half the number of operators, even while streamlining the
customer response process, and slashing the amount of **time** customers
wait 'on **hold** ' by 50 percent. There are three different types of voice
technologies available: interactive **voice** **response** , audiotex and caller
message recording. Interactive **voice** **response** and audiotex enable a
caller to access information using a **touchtone** telephone in much the same
manner as a computer terminal, without the need for training. Depending on
how these systems are set up, the caller...
   ...Identifiers: interactive **voice** **response** ;

10/3,K/3   (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
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05345578

Autos: Cars That Listen Promise a New Direction in Driving
White, Gregory L
Wall Street Journal, Sec B, p 1, col 3
Dec 28, 1998
ISSN: 0099-9660   NEWSPAPER CODE: WSJ
DOCUMENT TYPE: News; Newspaper
LANGUAGE: English   RECORD TYPE: ABSTRACT
LENGTH: Long (18+ col inches)

...ABSTRACT: executives are enthusiastic about the value of the
technology, and some systems that auto makers have demonstrated had serious
flaws. Consumers don't have to **wait** for car makers to decide. This month
Clarion Corp. started selling AutoPC, an in-dash personal computer and
audio system with voice control. Available at electronics stores, AutoPC
follows voice **commands** and talks back, even reading e-mail that can be
received by a special radio broadcast. The $1,299 system fits into the
space of...

...DESCRIPTORS: **Voice   response**   technology
?

11/3,K/1   (Item 1 from file: 2)
DIALOG(R)File   2:INSPEC

5034726
 Title: Weight watchers reduces customer's wait for service
  Author(s): Donovan, S.
  Journal: Communications News   vol.32, no.7   p.11
  Publication Date: July 1995 Country of Publication: USA
  CODEN: CMUNA9 ISSN: 0010-3632
  Language: English
  Subfile: D

  Title: Weight watchers reduces customer's wait for service
   ...Abstract: Watchers expanded its network-via telephone-to provide its
customers with the company's most important product: service 24 hours a
day. A new interactive voice   response system has begun to do the job.
Designed by Bohemia, N.Y.-based Periphonics to trim the costs of dealing
with customers, the first unit...

...systems in each of the company's main call centers in New Jersey, Kansas
and California. Each of the systems has two Periphonics VPS 9500 IVR
 systems.
   ...Identifiers: interactive voice   response system...

 11/3,K/2   (Item 1 from file: 8)
DIALOG(R)File   8:Ei Compendex(R)

03434802   E.I. Monthly No: EI9206073495
 Title: Call center solutions.
  Author: Harvey, Dean E.; Hogan, Shannon M.; Payseur, John Y.
  Corporate Source: AT&T Business Communication Systems, Lincroft, NJ, USA
  Source: AT&T Technical Journal v 70 n 5 Sep-Oct 1991 p 36-44
  Publication Year: 1991
  CODEN: ATJOEM   ISSN: 8576-2324
  Language: English

  Abstract: A Call Center is a business location that distributes a large
volume of inbound or outbound calls to a group of agents or voice
response systems. The goal of the Call Center is to provide the best
possible service to its customers at the lowest possible cost, i.e., to
minimize customer waiting   time and maximize agent productivity. The
Call Center architecture must be flexible enough to deal efficiently with
peaks in offered volume, to provide the necessary data...

...services without significant changes to the existing architecture. As
the range of services becomes more complex, the architecture must also
support new elements, such as voice   response units (VRUs), host
interfaces, Integrated Services Digital Network (ISDN) interfaces, a
multi-site Call Center networking. We describe the basic elements of Call
Center architecture...

 11/3,K/3   (Item 1 from file: 144)
DIALOG(R)File 144:Pascal

14011368   PASCAL No.: 99-0198938
 Intelligent traffic signals for pedestrians : evaluation of trials in three countries
   CARSTEN O M J; SHERBORNE D J; ROTHENGATTER J A
   Institute for Transport Studies, University of Leeds, Leeds LS2 9JT,
United Kingdom; Leeds City Council, Department of Highways and
Transportation, Sweet Street, Leeds LS11 9DD, United Kingdom; Centre for
Environmental and Traffic Psychology, University of Groningen, Gr.
Kruisstraat 2/1, 9712 TS Groningen, Netherlands
   Journal: Transportation research. Part C, Emerging technologies, 1998, 6
(4) 213-229
   Language: English

   The DRIVE II project **VRU** -TOO (Vulnerable Road User Traffic Observation
and Optimization) carried out trials of innovative pedestrian signalized
crossings that were designed to be more responsive to pedestrians...

...English Descriptors: traffic; Traffic safety; Pedestrian walk;
  Pedestrian signalling; Intelligent system; System description; Test in
  use; Performance evaluation; Comparative study; Comfort; Behavioral
  analysis; Site analysis; Microwave receiver; **Waiting   time** ; Conflict

 11/3,K/4   (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06635989
CityCab to expand Merc cab fleet by Sept
   SINGAPORE: CITYCAB TO BUY MORE MERCEDES CABS
Business Times (XBA)   29 May 1998 P.4
Language: ENGLISH

... a new taxi-booking system, the AutoPark, which allows a cab to be
despatched within a minute. Callers to its Cabline will also have their
 waiting   time halved.to six seconds before someone picks up the phone.
AutoPark combines an operator-assisted booking with an automated
"interactive **voice   response** " system and can be accessed by any
commuter. With the new format, CityCab hopes to handle 500,000 bookings a
month, up from the present...

 11/3,K/5   (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06521440
Nortel
   HONG KONG: NORTEL LAUNCHES MULTI-MEDIA PRODUCT
Ming Pao Daily News (XKJ)   18 Sep 1997 p.b12
Language: CHINESE

... Symposium product can enhance customer service management of
communications centres and inquiry service centres. The main features of
the system include allowing customers to know **waiting   time** before their
calls are attended. Customers can also use fax, e-mail, Internet, or
interactive **voice   response** to contact with the inquire centre or

proceed inquiry and collect information. *...
?

25/3,K/1   . (Item 1 from file: 8)
DIALOG(R)File   8:Ei Compendex(R)
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03575745   E.I. Monthly No: EIM9303-015858
   Title: Skip and scan telephone menus. User performance as a function of
experience.
   Author: Virzi, Robert A.; Resnick, Paul; Ottens, Don
   Corporate Source: GTE Lab
   Conference Title: Proceedings of the 36th Annual Meeting of the Human
Factors Society. Part 1 (of 2)
   Conference Location: Atlanta, GA, USA   Conference Date: 19921012
   E.I. Conference No.: 17554
   Source: Proceedings of the Human Factors Society v 1. Publ by Human
Factors Soc Inc, Santa Monica, CA, USA. p 211-215
   Publication Year: 1992
   CODEN: PHFSDQ   ISSN: 0163-5182
   Language: English

   Abstract: We present the results of a laboratory study comparing three
styles of audio menus. One of these styles is the technique predominantly
employed in interactive **voice   response** (**IVR**) systems today. Two
alternatives to this Standard technique were evaluated in this study. One
of these alternatives was first proposed in Resnick and Virzi (1992...
...and Scan menus. This new style was hypothesized to be superior to
Standard menus for intermediate users, but was expected to show limitations
for one- **time** callers and expert users. The third **menu   alternative** we
evaluated combines elements of the Standard and Skip and Scan menus and was
hypothesized to be superior in a broad range of usage conditions.
Performance was measured over 36 tasks and two **IVR** applications. In all
but the first few trials, the Skip and Scan menu style reported in Resnick
and Virzi led to performance equal to or...
   Descriptors: USER INTERFACES; **PUSH   BUTTON** TELEPHONE SYSTEMS; MAN
MACHINE SYSTEMS; BEHAVIORAL RESEARCH
?

26/3,K/1   (Item 1 from file: 2)

6009529   INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060
 Title: CTI in the corporate enterprise
   Author(s): Wetterau, J.
   Journal: International Journal of Network Management   vol.8, no.4   p.
235-43
   Publisher: Wiley,
   Publication Date: July-Aug. 1998 Country of Publication: UK
   CODEN: INMTEU ISSN: 1055-7148
   SICI: 1055-7148(199807/08)8:4L.235:CE;1-C
   Material Identity Number: O840-98004
   Language: English
   Subfile: B C D
   Copyright 1998, IEE

   ...Abstract: of customer service. The information to be retrieved is
determined based on the telephony information determined from the phone
call, either phone number or caller- **selected choices** presented by
interactive **voice response** (IVR) selections. This information then does
one of two things. Because of the automatic nature of the information
retrieval, the holding time for the call...

26/3,K/2   (Item 2 from file: 2)

5850208   INSPEC Abstract Number: B9804-7520-006, C9804-7140-171
 Title: **Automated telephone interviewing to improve health care access**
   Author(s): Frisch, L.; Wenner, A.R.
   Conference Title: Proceedings. Toward an Electronic Patient Record '96.
Twelfth International Symposium on the Creation of Electronic Health Record
System and Global Conference on Patient Cards   Part vol.2   p.529-35
vol.2
   Publisher: Medical Records Inst, Newton, MA, USA
   Publication Date: 1996 Country of Publication: USA   2 vol. (646+688)
pp.
   ISBN: 0 9640667 7 7   Material Identity Number: XX98-00258
   Conference Title: Proceedings of 12th International Symposium on the
Creation of Electronic Health Record Systems and Global Congress on Patient
Cards
   Conference Date: 13-18 May 1996   Conference Location: San Diego, CA,
USA
   Language: English
   Subfile: B C
   Copyright 1998, IEE

   ...Abstract: the initial portion of the electronic medical record. Prior
to a decision about what type of medical intervention is required, the
patient uses an interactive **voice response** telephone system to **respond**
 to branching questions based on his answer to the previous question. The
responses are translated into medical terminology and presented to medical
personnel who can...

26/3,K/3   (Item 3 from file: 2)

5786453   INSPEC Abstract Number: B9802-6210D-001, C9802-6180N-001
  Title: Telephone-based menus: evidence that broader is better than deeper
    Author(s): Virzi, R.A.; Huitema, J.S.
    Author Affiliation: GTE Labs. Inc., Waltham, MA, USA
    Conference Title: Proceedings of the Human Factors and Ergonomics Society
41st Annual Meeting 1997   Part vol.1   p.315-19 vol.1
    Publisher: Human Factors & Ergonomics Soc, Santa Monica, CA, USA
    Publication Date: 1997 Country of Publication: USA   2 vol. xxvi+1445
pp.
    ISBN: 0 945289 07 3   Material Identity Number: XX97-02045
    U.S. Copyright Clearance Center Code: 1071-1813/97/$1.00+.60
    Conference Title: Proceedings of 41st Meeting of the Human Factors and
Ergonomics Society
    Conference Date: 1997   Conference Location: Albuquerque, NM, USA
    Language: English
    Subfile: B C
    Copyright 1997, IEE

    ...Abstract: accessible from the first. The current study compared this
deep-menu approach to a broad-menu approach wherein all the items appear on
a single **menu** . Item **selection** **times** favored the broad-menu approach
for both repeated and unique trials, casting some doubt on the validity of
this particular guideline.

  26/3,K/4   (Item 4 from file: 2)
DIALOG(R)File   2:INSPEC

5100182   INSPEC Abstract Number: B9512-6130-040, C9512-7445-030
    **Title: Application of speech recognition technology to ITS advanced
traveler information systems**
    Author(s): Carlson, S.; Barclay, C.; O'Connor, J.; Duckworth, G.; Heine,
J.; Papazian, B.; Steele, M.
    Author Affiliation: BBN Inc., Cambridge, MA, USA
    Conference Title: Pacific Rim TransTech Conference. 1995 Vehicle
Navigation and Information Systems Conference Proceedings. 6th
International VNIS. A Ride into the Future (Cat. No.95CH35776)   p.118-25
    Publisher: IEEE, New York, NY, USA
    Publication Date: 1995 Country of Publication: USA   xv+540 pp.
    ISBN: 0 7803 2587 7
    U.S. Copyright Clearance Center Code: 0 7803 2587 7/95/$4.00
    Conference Title: Pacific Rim TransTech Conference. 1995 Vehicle
Navigation and Information Systems Conference Proceedings. 6th
International VNIS. A Ride into the Future
    Conference Date: 30 July-2 Aug. 1995   Conference Location: Seattle, WA,
USA
    Language: English
    Subfile: B C
    Copyright 1995, IEE
    ...Abstract: technology required for full-scale implementations, but
showed that the speech interface was practical, and provided much improved
ease of use and performance over conventional **touch** **tone** based
interactive **voice** **response** (IVR) systems.

  26/3,K/5   (Item 5 from file: 2)
DIALOG(R)File   2:INSPEC

04252122   INSPEC Abstract Number: A9222-8732S-002
 Title: **Spatial code interference on directional responses**
  Author(s): Bertera, J.H.
  Author Affiliation: Schepens Eye Res. Inst., Boston, MA, USA
  Journal: Spatial Vision   vol.6, no.2   p.81-8
  Publication Date: 1992 Country of Publication: Netherlands
  CODEN: SPVIEU ISSN: 0169-1015
  Language: English
  Subfile: A

  ...Abstract: positions   irrelevant   to the task. Display position
significantly increased latency when it did not match the response to the
relevant direction cue for both spatial (**key - press**) and non-spatial (
 voice) **responses** (73 and 59 ms, respectively). When presented alone,
the position cue was processed faster than the direction cue for both
manual and verbal responses. Results...

 26/3,K/6   **(Item 6 from file: 2)**
DIALOG(R)File   2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03486672   INSPEC Abstract Number: D89002620
 Title: **Meeting an EFT marketing challenge**
 ·Author(s): Diamond, S.
  Journal: ABA Banking Journal   vol.81, no.9   p.123
  Publication Date: Sept. 1989 Country of Publication: USA
  CODEN: ABAJD5 ISSN: 0194-5947
  Language: English
  Subfile: D

  ...Abstract: Management System and referred to as 'George', from
Periphonics Corp., Bohemia, NY. It allows customers to get information from
the bank's computer through a **pushbutton** phone. What **voice   response**
does is transmit requests for data, input from the telephone keypads, to
the computer. It then converts the computer's digital responses to a
digitized...

 26/3,K/7   **(Item 7 from file: 2)**
DIALOG(R)File   2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

00961672   INSPEC Abstract Number: B76038613, C76025380
  Title: **Application of discrete word recognition and response to multiuser
tactical communications: WRS**
  Author(s): Kalinowski, J.J.; Brown, J.C.; Bhanji, S.G.; Hooten, M.G.;
Preusse, J.W.
  Author Affiliation: SCOPE Electronics Inc., Reston, VA, USA
  Conference Title: 1976 IEEE International Conference on Acoustics, Speech
and Signal Processing   ·p.222-5
  Publisher: IEEE, New York, NY, USA
  Publication Date: 1976 Country of Publication: USA   xx+800 pp.
  Conference Sponsor: IEEE; Acoustics, Speech and Signal Processing Assoc
  Conference Date: 12-14 April 1976   Conference Location: Philadelphia,
PA, USA
  Language: English
  Subfile: B C

...Abstract: Tactical Data Systems (ARTADS) using discrete word recognition, speaker identification and verification, and voice response techniques. The minicomputer based WRS will achieve fully automated real-time prompting , message translation, and synthesized-speech response over three communication nets simultaneously for any 3 or 64 users with a recognition vocabulary of approximately 250 words...

26/3,K/8   (Item 1 from file: 6)
DIALOG(R)File   6:NTIS

1165358 NTIS Accession Number: AD-A150 687/2
   Interference Effects of Vocalization on Dual Task Performance
   (Interim rept)
   Owens, J. M. ; Goodman, L. S. ; Pianka, M. J.
   Naval Aerospace Medical Research Lab., Pensacola, FL.
   Corp. Source Codes: 065612000; 406061
   Report No.: NAMRL-1309
   Sep 84   17p
   Languages: English
   Journal Announcement: GRAI8511
   Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.
   NTIS Prices: PC A02/MF A01

   ... task were presented aurally and either voice or keyboard responding was required in the choice reaction task. Performance was significantly degraded in each task when **voice responding** was required in the choice reaction time task. Performance degradation was evident in higher error scores for both the choice reaction and continuous memory tasks...

26/3,K/9   (Item 2 from file: 6)
DIALOG(R)File   6:NTIS

0993358 NTIS Accession Number: ED-202 476
   Preschool Children Use Apple II To Test Reading Skills Programs
   Piestrup, A. M.
   Advanced Learning Technology, Portola Valley, CA.
   Corp. Source Codes: 074511000
   28 Jan 81   13p
   Languages: English
   Journal Announcement: GRAI8303
   Available from ERIC Document Reproduction Service (Computer Microfilm International Corporation), Arlington, VA 22210.
   NTIS Prices: Not available NTIS

   ... and criterion tests on the four reading skill concepts showed that children improved after the 3-week period with the microcomputer. Color graphics, music, and **voice response** to keyboard **inputs** by the children were elements used in the program, and children evidenced considerable enjoyment using the computer. While the Apple was monitored at all times...

26/3,K/10   (Item 1 from file: 8)
DIALOG(R)File   8:Ei Compendex(R)

00733880   E.I. Monthly No: EI7808062012   E.I. Yearly No: EI78087527
   Title: **VOICE RESPONSE SYSTEM FOR TELEPHONE BETTING.**
   Author: Yoshizawa, Kanichiro; Tanaka, Tatsuo; Oishi, Toshio; Saeki,
Shusuke; Suehiro, Akio; Sakai, Hisao
   Corporate Source: Jpn Racing Assoc
   Source: Hitachi Review v 26 n 6 1977 p 215-220
   Publication Year: 1977
   CODEN: HITAAQ   ISSN: 0018-277X
   Language: ENGLISH

   ...Abstract: response unit is a device that outputs in human voice the
desired results of computer processing. A telephone betting system has been
developed using the **voice   response** unit and a **pushbutton** telephone
set. This system is designed to enable the annually increasing horse race
fans to purchase parimutuel tickets by phone, with the aim of improving...

   26/3,K/11   **(Item 2 from file: 8)**
DIALOG(R)File   8:Ei Compendex(R)

00195237   E.I. Monthly No: EI71X184313
   Title: **Audio input- output computer system for medical information.**
   Author: OTTEN, M.; ALLEN, S. I.; PLEXICO, P.; WHITE, W. C.
   Corporate Source: National Inst of Health, Bethesda, Md
   Source: Proc 24th Nat Conf Aug 26-28 1969, ACM Publ P-69 1969 p 477-84
   Publication Year: 1969
   Language: ENGLISH

   ...Abstract: the rate of 10,000 samples/sec, compressed by a delta
modulation program to one bit per sample, and stored on a random access
file. **Pushbutton** telephone **input** and **voice   response** output are
controlled with FORTRAN callable subroutines. Illustrative medical
retrieval programs, executable from pushbutton telephones, are based on
disease abstracts contained on digital magnetic tape...

   26/3,K/12   **(Item 1 from file: 34)**
DIALOG(R)File   34:SciSearch(R) Cited Ref Sci

06549570   Genuine Article#: ZA433   No. References: 27
**Title: Development and evaluation of a CD-ROM computer program to teach
    residents telephone management**
Author(s): Ottolini MC (REPRINT) ; Greenberg L
Corporate Source: CHILDRENS NATL MED CTR,DEPT GEN PEDIAT, 111 MICHIGAN AVE
    NW/WASHINGTON//DC/20010 (REPRINT); GEORGE WASHINGTON UNIV,SCH
    MED/WASHINGTON//DC/
Journal: PEDIATRICS, 1998, V101, N3 (MAR), PE21-E26
ISSN: 0031-4005   Publication date: 19980300
Publisher: AMER ACAD PEDIATRICS, 141 NORTH-WEST POINT BLVD, ELK GROVE
    VILLAGE, IL 60007-1098
Language: English   Document Type: ARTICLE   (ABSTRACT AVAILABLE)

   ...Abstract: role in scenario scripts and were recorded onto a CD-ROM. The
    computer simulated calls by recognizing questions typed in a free-form
    format and **answering** with a **voice   response** . Feedback was provided
    for omissions in history-taking and errors in assessment, triage, and

home management. The computer group worked through the CD-ROM calls...

 26/3,K/13   (Item 2 from file: 34)
DIALOG(R)File   34:SciSearch(R) Cited Ref Sci
(c) 2004 Inst for Sci Info. All rts. reserv.

04801774   Genuine Article#: UH762   No. References: 12
**Title: FEMALE VOICE CHANGES AROUND AND AFTER THE MENOPAUSE - AN INITIAL
    INVESTIGATION**
Author(s): BOULET MJ; ODDENS BJ
Corporate Source: INT HLTH FDN,AVE BROQUEVILLE 116-9/B-1200
    BRUSSELS//BELGIUM/
Journal: MATURITAS, 1996, V23, N1 (FEB), P15-21
ISSN: 0378-5122
Language: ENGLISH   Document Type: ARTICLE   (Abstract Available)

...Abstract: investigated to determine whether women's and men's voice
    changes were different, which might indicate that the menopause had an
    impact on the female **voice** . **Respondents** were approached via
    personal contacts and completed anonymous questionnaires that were
    returned by mail. Given the delicate nature of the study topic, no
    information was...

 26/3,K/14   (Item 3 from file: 34)
DIALOG(R)File   34:SciSearch(R) Cited Ref Sci
(c) 2004 Inst for Sci Info. All rts. reserv.

04232095   Genuine Article#: RQ269   No. References: 26
**Title: VALIDATION OF DAILY SELF-REPORTED ALCOHOL-CONSUMPTION USING
    INTERACTIVE VOICE RESPONSE (IVR) TECHNOLOGY**
Author(s): PERRINE MW; MUNDT JC; SEARLES JS; LESTER LS
Corporate Source: VERMONT ALCOHOL RES CTR,2000 MT VIEW
    DR/COLCHESTER//VT/05446; UNIV VERMONT,DEPT
    PSYCHIAT/BURLINGTON//VT/00000
Journal: JOURNAL OF STUDIES ON ALCOHOL, 1995, V56, N5 (SEP), P487-490
ISSN: 0096-882X
Language: ENGLISH   Document Type: NOTE   (Abstract Available)

Abstract: Objective: This study assesses the validity of daily
    self-reported drinking data obtained using an automated **touch - tone**
  interactive **voice   response** (**IVR**) system. Method: Subjects (N =
    30) reported alcohol consumption daily for 28 days using the IVR
    system. Concurrently, breath and saliva samples were obtained each
    night...

 26/3,K/15   (Item 1 from file: 94)
DIALOG(R)File   94:JICST-EPlus
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

03021553   JICST ACCESSION NUMBER: 96A0947492   FILE SEGMENT: JICST-E
J-Type X-Ray Image Intensifier of 40cm Diameter Input Size.
TSUKADA KAZUYORI (1); SAITO KEIICHI (2); NOJI TAKASHI (2)
(1) Toshibadenshienjiniaringu; (2) Toshiba Corp.
Toshiba Rebyu(Toshiba Review), 1996, VOL.51,NO.10, PAGE.71-74, FIG.7,
    TBL.1, REF.2
JOURNAL NUMBER: F0360AAK   ISSN NO: 0372-0462   CODEN: TORBA
UNIVERSAL DECIMAL CLASSIFICATION: 621.385.83

...ABSTRACT: size in response to the multipurpose digital X-ray
    requirements of recent diagnostic systems. The J-type image intensifier
    incorporates the techniques of coupling the **input** screen and **input**
    window . The J-type image intensifier of 40cm diameter input size has a
    higher detective quantum efficiency(DQE) and higher contrast
    characteristics. Moreover, because this image...

 26/3,K/16   (Item 2 from file: 94)

...ABSTRACT: energy relaxation were monitored by picosecond time-resolved
    resonance Raman spectroscopy. Anti-Stokes .NU.4 intensity in hot (d,d)
    excited state of NiOEP appeared **promptly** and decayed with **time**
    constants of -10 and -300ps. On the other hand, the rise of anti-Stokes
    .NU.7 intensity was not instantaneous, but delayed by -2ps, which...

 26/3,K/17   (Item 3 from file: 94)

...ABSTRACT: to digital X-ray imaging requirements in recent diagnostic
    systems. The J-type I.I. succeeds in evaporating the input phosphor
    screen directly on the **input** **window** , even though the window is
    under atmospheric pressure. The **input** **window** has been developed
    through new technologies in materials, structure, and treatment. The
    detective quantum efficiency (DQE) and contrast characteristics of the
    J-type I.I...

26/3,K/18   (Item 4 from file: 94)

01526144   JICST ACCESSION NUMBER: 92A0152194   FILE SEGMENT: JICST-E
Comment on IVR in Gynecologic Field.
KIGAWA JUNZO (1)
(1) Tottori Univ., Faculty of Medicine
Nichidoku Iho(Japanisch-Deutsche Medizinische Berichte), 1991,
    VOL.36,NO.3/4, PAGE.627-631, FIG.1, TBL.3, REF.10
JOURNAL NUMBER: S0730BAH   ISSN NO: 0912-0351
UNIVERSAL DECIMAL CLASSIFICATION: 618.1/.2-08   618.14-006   616-006-08
LANGUAGE: Japanese   COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

...ABSTRACT: for the treatment of uterine cervical cancer and high response
    rate(64.3%). However, TAE induced only 8 CR, including T1 and T2 cases.
    The **duration** of remission for **responder** ranged from 3 to 45 months.
    The first choice for the treatment of cervical cancer should be
    surgical therapy, which shows the greatest survival rate...

26/3,K/19   (Item 1 from file: 583)

05110413
Is there anyone out there?
  UK - CUSTOMERS NOT **RESPONDING** TO **VOICE**   **RESPONSE**   SYSTEMS
Banking Technology (BTY)   0 May 1992 p38,39+
ISSN: 0266-0865

  UK - CUSTOMERS NOT **RESPONDING** TO **VOICE**   **RESPONSE**   SYSTEMS
?

28/5/1   (Item 1 from file: 144)
DIALOG(R)File 144:Pascal
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English Descriptors: Instrumentation; Measuring methods; Speech processing;
   Speech synthesis; Voice equipment; Telephone sets

French Descriptors: 4372J; Appareillage; Methode mesure; Traitement parole;
   Synthese parole; Equipement vocal; Poste telephonique

Classification Codes: 001D04A05B

?

31/3,K/1   (Item 1 from file: 2)

04252122   INSPEC Abstract Number: A9222-8732S-002
 Title: **Spatial code interference on directional responses**
  Author(s): Bertera, J.H.
  Author Affiliation: Schepens Eye Res. Inst., Boston, MA, USA
  Journal: Spatial Vision   vol.6, no.2   p.81-8
  Publication Date: 1992 Country of Publication: Netherlands
  CODEN: SPVIEU ISSN: 0169-1015
  Language: English
  Subfile: A

  Abstract: The interference from an irrelevant position cue was compared
in a **reaction** - **time** paradigm using voice and manual responses. The
subjects were required to say 'left' or 'right' or to press left or right
keys in response to...

... Display position significantly increased latency when it did not match
the response to the relevant direction cue for both spatial (key-press) and
non-spatial (**voice**) **responses** (73 and 59 ms, respectively). When
presented alone, the position cue was processed faster than the direction
cue for both manual and verbal responses. Results...
  ...Identifiers: **reaction** - **time** paradigm

 31/3,K/2   (Item 2 from file: 2)

02352261   INSPEC Abstract Number: A85003869
  Title: **Picosecond excitation and selective intramolecular rates in
supersonic molecular beams. III. Photochemistry and rates of a charge
transfer reaction**
  Author(s): Syage, J.A.; Felker, P.M.; Zewail, A.H.
  Author Affiliation: Arthur Amos Noyes Lab. of Chem. Phys., California
Inst. of Technol., Pasadena, CA, USA
  Journal: Journal of Chemical Physics   vol.81, no.5   p.2233-56
  Publication Date: 1 Sept. 1984 Country of Publication: USA
  CODEN: JCPSA6 ISSN: 0021-9606
  U.S. Copyright Clearance Center Code: 0021-9606/84/172233-24$02.10
  Language: English
  Subfile: A

  ...Abstract: 1/. From these studies along with an analysis of the
excitation spectra, dispersed fluorescence, and quantum yields, the
following results and conclusions were reached: (i) **IVR** is much faster
than reaction at all excess energies studied. (ii) The energy threshold for
product formation is E/sub 0/ approximately=900 cm/sup...

... work to solution phase studies of A-(CH/sub 2/)/sub 3/- phi indicates
similar static properties but different dynamics. The calculated thermal
(room temperature) **reaction**   **time** for exciplex formation in the vapor
(540 ps) was compared to the shortest observed value in solution (1.4 ns)
to assess the role of...

 31/3,K/3   (Item 1 from file: 6)

1165358 NTIS Accession Number: AD-A150 687/2
  Interference Effects of Vocalization on Dual Task Performance
  (Interim rept)
  Owens, J. M. ; Goodman, L. S. ; Pianka, M. J.
  Naval Aerospace Medical Research Lab., Pensacola, FL.
  Corp. Source Codes: 065612000; 406061
  Report No.: NAMRL-1309
  Sep 84   17p
  Languages: English
  Journal Announcement: GRAI8511
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customers); (703)605-6000 (other countries); fax at (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
  NTIS Prices: PC A02/MF A01

  ... task were presented aurally and either voice or keyboard responding
was required in the choice reaction task. Performance was significantly
degraded in each task when **voice** **responding** was required in the choice
 reaction **time** task. Performance degradation was evident in higher error
scores for both the choice reaction and continuous memory tasks.
Performance decrements observed under conditions of high...

  31/3,K/4   (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

01954725   Genuine Article#: JN952   No. References: 47
Title: ISOMERIZATION DYNAMICS OF NA4CL4 CLUSTERS
Author(s): HEIDENREICH A; OREF I; JORTNER J
Corporate Source: TEL AVIV UNIV,SCH CHEM/IL-69978 TEL AVIV//ISRAEL/; TEL
    AVIV UNIV,SCH CHEM/IL-69978 TEL AVIV//ISRAEL/; TECHNION ISRAEL INST
    TECHNOL,DEPT CHEM/IL-32000HAIFA//ISRAEL/
Journal: JOURNAL OF PHYSICAL CHEMISTRY, 1992, V96, N19 (SEP 17), P7517-7523
ISSN: 0022-3654
Language: ENGLISH   Document Type: ARTICLE   (Abstract Available)

...Abstract: the general trends of the energy dependence of the RRKM and MD
    rate coefficients are similar. Finally, we have investigated the
    intracluster vibrational energy redistribution (**IVR**) under our
    nonselective kinetic energy excitation conditions, which do not
    strictly correspond to energy equipartitioning among all normal modes.
    At low energies (at least up to 20000 cm-1), the separation between
    fast **IVR** and slow reaction is applicable. At high energies, the
    conventional description of statistical kinetics breaks down for the
    nonselective kinetic energy excitation when both the **IVR** and the
    reaction **time** scales approach a common lower limit, which
    corresponds to a (average) vibrational period.

  31/3,K/5   (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online

796768 ORDER NO: AAD82-27348
ACCURACY, SPEED AND EASE OF FILTERED SPEECH INTELLIGIBILITY
  Author: DOWNS, DAVID WAYNE

...whenever it appeared. Objective SIA was assessed as percentage of incorrectly-repeated phonemes, objective SIS as elapsed time between word presentation and a subject's **voice response** , and objective SIE as probe- **reaction time** to turning off the light. During subjective testing subjects listened to common sentences low-pass filtered through a loudspeaker in a background of competing speech...

...documented for SIA. Accordingly, audiologists should consider SIS and SIE during audiologic evaluations, aural rehabilitation, and auditory research. Finally, a few subjects showed exceptionally fast **voice - response** and probe- **reaction   times** which has implications for understanding the nature and limits of human auditory processing.

   . . .
?

```
Set     Items    Description
S1       3390    IVR OR VRU OR VOICE()RESPON?
S2      70857    (WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY
                 OR DOWNTIME OR DOWN()TIME OR HOLD)(7N)(INTERVAL? ? OR SPAN? ?
                 OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING -
                 OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3     585466    COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR
                 (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?)(3N)(BU-
                 TTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR
                 DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S4      34136    (CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR"-
                 )(3N)(OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR
                 LIST)
S5      13157    (DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR BACKUP)(3N-
                 )(OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S6        204    ROTARY(3N)(PHONE OR TELEPHON?) OR "NOT"()(TOUCH()TONE OR T-
                 OUCHTONE)
S7          0    S1(S)(REACTION()TIME)
S8        129    S1(S)S2
S9         71    S8(S)(S3 OR S4)
S10        71    IDPAT (sorted in duplicate/non-duplicate order)
S11        70    IDPAT (primary/non-duplicate records only)
S12        30    S11 AND AD=19981101:20020101/PR
S13         8    S11 AND AD=20020101:20040410/PR
S14        37    S11 NOT (S12 OR S13)
S15         1    S14(S)S5
S16        44    S8(10N)(S3 OR S4)
S17        44    IDPAT (sorted in duplicate/non-duplicate order)
S18        44    IDPAT (primary/non-duplicate records only)
S19        17    S18 AND AD=19981101:20020101/PR
S20         6    S18 AND AD=20020101:20040410/PR
S21        23    S18 NOT (S19 OR S20 OR S15)
S22         0    S8 AND IC=G10L-021/00
S23         5    S8 AND IC=G10L
S24         5    IDPAT (sorted in duplicate/non-duplicate order)
S25         5    IDPAT (primary/non-duplicate records only)
S26         1    S25 NOT (S18 OR S15)
```

00333988
VOICE RESPONSE SYSTEM WITH PROGRAMMING LANGUAGE EXTENSION
SYSTEME A REPONSE VOCALE A EXTENSION DE TYPE LANGAGE DE PROGRAMMATION
Patent Applicant/Assignee:
· VOYSYS CORPORATION,
Inventor(s):
  LOFGREN Dan M,
  DIETRICH William A,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9616500 A1 19960530
  Application: WO 95US15537 19951122   (PCT/WO US9515537)
  Priority Application: US 94343721 19941122
Designated States: AL AM AT AU BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE
  HU IS JP KE KG KP KR KZ LK LR LT LU LV MD MG MK MN MW MX NO NZ PL PT RO
  RU SD SE SG SI SK TJ TM TT UA UG UZ VN KE LS MW SD SZ UG AT BE CH DE DK
  ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD
  TG
Publication Language: English
Fulltext Word Count: 62010

Fulltext Availability:
  Claims

Claim
... WORKERS
  SET ORDER TO TAG ID
  31 * To handle calls continuously, go into an infinite loop of
  * receiving calls.
  34
  36 DO WHILE T.
  38 * **wait** for the phone to ring. **Answer** it after one ring. Then
  * call the
  * pt.call procedure.
  42 retval = VftitRing(1, 60)
  Do pt.call
  45 If the phone has not been hung up,' speak the "goodbye" **prompt** .
  47 IF vChkHangupo = 0
  retval = vSpeak(lptbyel)
  ENDIF
  51 retval z VHangupo
  ENDDO
  54 SET ECHO OFF
  SET LIBRARY TO
  RETURN
  S9
  pt@..call: process...created using the FoxPro Library Construction Kit
  (LCK)o
  The library is called VOYSACCF,FLL. This library must
  be loaded at the beginning of a **voice** **response** program.
  To do this, the user's program calls:
  SET LIBRARY TO
  ....
  voysaccf
  2.1 The Functions (in alphabetical order)
  The following is a list...

...110123456789*#ABCDO will be dialed if
included. Special characters allowed in
a dialing string are:
T use tone dialing (default)
P use pulse dialing
W **wait** for dial tone
0 **pause** for 2 seconds
I do a switch hook
All other characters (H-R, *(N,, and
for example) in a dialing string will be
ignored.
<num...

...of times to let the
phone ring before deciding to give up
(default is 6)*
Return Codes:
0 Success ·
-3 Busy
-4 Rings, but no **answer** in <num.rings>
rings (RNA)
-9 Other failure
-11 Bad "rings" parameter; must be a
positive integer
Description: Call out to any phone number, This...

...to start a call.
The phone number must be in a character format,
Example: Dial the digit N9" to ask f or an
outside line, **wait** two'seconds to make sure you
get it, then dial Voysys' phone number. Notice
that extraneous characters will be ignored.
retval = VDial("9,, (510) 252-1100")
2,1,3 Get Tone (DTMF) **Input** - VGetTones
Syntax:
retval = VGetTones(@<variable> [,<number of.digits>
[,<key.tq. ...digits is 1,
qckey.@to.terminate.on> A string containing a
single character, which should be a key
is (0 9 1, * , or #) to terminate **input** upon. (" = no key; this is the
default).
dcinterdigit timeout> Integer; maximum number of
seconds between keys (O = no interdigit.
timeout). The default here is 10...

...communicating with your application, You
must pass in a character variable by reference,
The rest of the arguments specify how VGetTones
knows when the callers **input** is done, You have
three choices: 1) you'' specify a set number
may
of digits (this is good f or menu choices and
fixed-length data like account numbers), 2) you .
may specify a key that signals end-of- **input** (as
in "please enter your account **number** and then
press poundw), or 3) you may specify an
interdigit **timeout** (**wait** N seconds af ter each
digit - if there is a timeout after the f irst
so digit, then the **input** is complete). The last
method is a good way of getting variable-length

input out of novice users, Note that in case
(2), the key you specify as the termination key
does not get included in the string passed...

...to use more than one of these termination
methods; put together, they operate on an OR
basis - if any of the termination methods is
found, input is terminated, The defaults for
the termination methods are <number of.digits>
M it <keyto terminate-on> M 7 " 19 and
4cinterdigit timi7out> m O...

...of.digits> parameter; to use
the <interdigit.t7imeout> argument, you must
specify both preceding parameters. VGetTones
will return a -1 if the caller has not **pressed**
any **keys** at all within the first five seconds (5
seconds is a default; this value can be reset
with VSetTmOut); this usually indicates a rotary
phone...it is easiest to work without timeouts; this
model is closest to PC use, where the system
waits patiently f or- you to finish your **input** . In voice systems,
things are more complicated.
one scenario to think about, for example: your
program has asked for a 7-digit phone number,
if the caller punches in 6 digits, thinking
he/she has punched in 7, your program will now
wait forever for that seventh digit unless you
have a timeout set . For that reason, we have
timeouts set (5 seconds for the first key, 10...

...of 2 should
cause you to do the VGetTones again,
Example: Get a single-digit menu choice from
so the caller (assumes you have a **prompt** menu,wavI
recorded that speaks your menu).
retval = Wpeak(umenu.wav")
retval w VGetTones(OMYVAR)
le: Get a seven-digit account number from
the caller...

...of digits and 11 11 (no terminating
key) for the key to terminate on.
retval = VGetTones(OMYVAR, 0. 2)
2,1.4 Get Tone (DTMP) **Input** (Macro) - VGetTonesM
Syntax:
retval VGetTonesM(<voiceprompt>, <tries>,
ecvariable>
[,<number of digits>
[,<key.to.terminate.on>
[,<interdigit.timeout>
[,<valid.list>1 I I I
Arguments:
<voice. **prompt** > A character string containing a
file name or memo field name, See the
description of the VSpeak function.
<tries> The number of total "tries" to make, In
each try, the **prompt** is spoken,, then
VGetTonesM waits for **input** . If it does

not get correct **input** , it tries again,
until <tries> is exhausted.
@<variable> A character variable passed by
reference. After a successful return,
this variable will contain the sequence
of...

...number
of digits), Default: I digit,
ckeyto.terminate.on> A string containing a
single character, which should be a key
(0*,9jp *, or #) to terminate **input** upon.
(" 0 = no key). Default: no key,
<interdigit.timeout> Integer; maximum number of
seconds between keys (O = no interdigit
timeout), Default: 10,
<valid.list> Character; a comma-separated list
is of legal **choices** . The **default** for this
argument is no validation list,
Return Codes:
2 Success; terminated on inter-digit timeout
1 Success; terminated on specified key
0 Success; terminated...

...Failure; bad termination key (must be 0-9,
*g #, or blank)
-13 Failure; bad interdigit timeout (must be
non-negative)
Description: VGetTonesM is a "macro" **command** that
combines features of VSpeak and VGetTones, it
is meant to address simple demands like "If
you"re using VISA, press 1. If you,re using
Mastercard,, press 2," and to spare you the
necessity of writing loops and **input** checking,
VGetTones allows you to specify multiple
"tries"; for each try, this function will speak
the **prompt** and then **wait** for **input** . If there is
no **input** , or if the **input** does not match one of
the possibilities given in the optional
<valid list>, the function will try again,
pravid9d the total number of tries has...

...does not enter
any keys, or does not enter enough keys, try one
more time before reporting failure. This
example assumes that you have a **prompt** file
"getacct",
retval = VGetTonesM("getacct", 2,, ONYVAR, 4)
Example: Ask the user *For VISA, press I. For
Mastercard, press 2. For Discover,, press 3"
(assume this is **prompt** "getcardw), and verify
that the **input** is in fact 1, 2, or 3, Try this
three times before giving up.
retval = VGetTonesM("getcard". 3, GMYVAR,
ig " "1 Ol "112g3")
For more...

...see the
is descriptions of VSpeak and VGetTones,
Design Notes: Can anyone suggest a better name for

this function?
2 5 Get Word (Voice Recognition) **Input** - VGetWords
IMPORTANT NOTE: This function will not be included in
the initial developers kit, Alsoo this design is based
on our prototype integration with the...The second
argument lets you choose a sub-vocabulary name
from which words will be recognized, The last
three arguments specify how VGetWords knows that
 input is finished. The standard way is to
specify a given number of words. You also have
the **choice** , however, of **choosing** to terminate on
a given word,or to terminate if there is a
sufficient **pause** between words. The default first-word **timeout** is
five seconds.
In other words, if the caller hasn't said
.anything within the first five seconds after a
VGetWords call, the function will...

...VSetDir.
<max.recordinglength> Integer; maximum length
of the recording in seconds,
Default is 120 seconds..
Return Codes:
0 Success
-1 Failure; timeout
-11 Failure; invalid **input** (not a character
string or character variable passed by
reference)
-i2 Invalid file name
XX Invalid. recording length; ...line,
Valid tone characters are 0,.9,
and A.,D.
Return codes:
0 Success
XX Invalid tone in tone string
Description: The VSendTones function sends **Touch
 tone** (DTMF) **presses** over the phone line. It has
the same effect as if a human user **pressed**
those **keys** on his or her phone. This **command** is
mostly useful for creating automated computer
to-computer applications; testing or data
transfer, for example.
Example: Play the tones "111,, 112", and "311
(analogous to a human user **pressing** these same
 keys on their phone):
retval = VSendTones("123")
2 9 Set voysAccess parameters - VSet
Syntax: retval = VSet(<parameter> . <value>
Arguments:
Parameter Allowable Values
AppPrompts <directory that application **prompts**
are stored in>
Recordings <directory that recordings are
stored in>
SysPrompts <directory that system **prompts**
are stored in>
DateSpeak "mmddyyw nmidd" ddrnmyy
is uddmm"
VGetTones1stKey <positive integer>
TestMode won". "off"

21/3,K/1   (Item 1 from file: 348)

01136634
Web-based platform for interactive voice response (IVR)
Web-basiertes interaktives Sprachantwortsystem
Menu interactif a reponse vocale base sur le web
PATENT ASSIGNEE:
   LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
     New Jersey 07974-0636, (US), (Applicant designated States: all)
INVENTOR:
   Brown, Michael Kenneth, 285 Lewis Street, North Plainfield, New Jersey,
     (US)
   Rehor, Kenneth G., 7108 West 35th Street, Berwyn, Illinois 60402, (US)
   Schmult, Brian Carl, 4 East St., Doylestown, PA 18901, (US)
   Tuckey, Curtis Duane, 1217 W. Arthur Street, Cook, Chicago, IL 60626,
     (US)
LEGAL REPRESENTATIVE:
   Watts, Christopher Malcolm Kelway, Dr. et al (37392), Lucent Technologies
     (UK) Ltd, 5 Mornington Road, Woodford Green Essex IG8 OTU, (GB)
PATENT (CC, No, Kind, Date): EP 992980   A2   000412 (Basic)
                              EP 992980   A3   010523
APPLICATION (CC, No, Date):   EP 99307658 990928;
PRIORITY (CC, No, Date): US 168405 981006
DESIGNATED STATES: DE; FR; GB
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G10L-015/26; H04M-003/493; H04M-007/00
ABSTRACT WORD COUNT: 183
NOTE:
   Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200015	597
SPEC A	(English)	200015	8070
Total word count - document A			8667
Total word count - document B			0
Total word count - documents A + B			8667

...SPECIFICATION sentences and paragraphs can be skipped.
   In an example of the inspection mode, IVR platform 102 will briefly
   describe the structure of the page and **wait** for spoken inspection
   commands . Inspection **commands** allow the user to "descend" into
   elements of the page to obtain greater detail than might normally be
   obtained in the description mode. For example...
...be rendered in a different voice from ordinary text. If section headings
   are detected, initially only the headings will be described to the user.
   Voice **commands** can then be used to instruct **IVR** platform 102 to move
   to a particular section, i.e., the user can speak the heading title to
   instruct IVR platform 102 to move to...

21/3,K/2   (Item 2 from file: 348)

01065727

AUTOMATED WARRANTY REGISTRATION
AUTOMATISCHE GARANTIEREGISTRIERUNG
ENREGISTREMENT DE GARANTIES AUTOMATISE
PATENT ASSIGNEE:
   Ericsson, Inc., (2391281), P.O. Box 13969, Research Triangle Park, NC
     27709-3969, (US), (Proprietor designated states: all)
INVENTOR:
   RYDEBECK, Nils, 202 Rutherglen, Cary, NC 27511, (US)
LEGAL REPRESENTATIVE:
   HOFFMANN - EITLE (101511), Patent- und Rechtsanwalte Arabellastrasse 4,
     81925 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 1038408 A1 000927 (Basic)
                                 EP 1038408 B1 030319
                                 WO 99031908 990624
APPLICATION (CC, No, Date):   EP 98958605 981116; WO 98US24440 981116
PRIORITY (CC, No, Date): US 991907 971216
DESIGNATED STATES: BE; DE; DK; ES; FI; FR; GB; IT; SE
INTERNATIONAL PATENT CLASS: H04Q-007/22
NOTE:
   No A-document published by EPO
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200312	1220
CLAIMS B	(German)	200312	1067
CLAIMS B	(French)	200312	1453
SPEC B	(English)	200312	4929
Total word count - document A			0
Total word count - document B			8669
Total word count - documents A + B			8669

  ...SPECIFICATION registration, the call is terminated, and the process
   returns to Figure 1 at Point B.
    As indicated by Figure 3, if the phone encounters a **time - out**
  situation while **waiting** for the user to **press** a **key** (box 330) or
  the **VRU** to **respond** (box 360), the phone aborts the registration
  procedure (box 390).
    Another alternative embodiment shown in Figure 4 is used for phones
  operating in analog systems...

 21/3,K/3   (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00996989
System for deferred call answering in a telecommunications system
System fur verzogerte Anrufbeantwortung in einem Telekommunikationssystem
Systeme pour reponse d'appel differee dans un systeme de telecommunication
PATENT ASSIGNEE:
   LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
    New Jersey 07974-0636, (US), (Applicant designated States: all)
INVENTOR:
   Deutsch, Douglas Anthony, 138 LeGrande Boulevard, Aurora, Illinois 60506,
    (US)
   Varney, Douglas William, 1082 Huntleigh Drive, Naperville, Illinois 60540
    , (US)
   Otto, Mary Rita, 5224 Pennywood Drive, Lisle, Illinois 60532, (US)
LEGAL REPRESENTATIVE:
   Johnston, Kenneth Graham et al (32381), Lucent Technologies (UK) Ltd, 5

Mornington Road, Woodford Green Essex, IG8 OTU, (GB)
PATENT (CC, No, Kind, Date): EP 901265 A2 990310 (Basic)
                             EP 901265 A3 030507
APPLICATION (CC, No, Date): EP 98306786 980825;
PRIORITY (CC, No, Date): US 922856 970903
DESIGNATED STATES: DE; FR; GB
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-003/50; H04M-003/428;
 H04M-003/436; H04M-001/57; H04M-001/663
ABSTRACT WORD COUNT: 195
NOTE:
   Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English)   9910   298
      SPEC A   (English)   9910   2693
Total word count - document A   2991
Total word count - document B   0
Total word count - documents A + B   2991

...SPECIFICATION currently used to perform the functionality where calls
   are queued waiting for an available operator and a message such as "all
   operators are busy, please **wait** and we will **answer** your call as soon
   as possible" is provided. Finally, the "please wait" functionality of the
   present invention can be used in conjunction with the queuing capability
   of the existing ACD systems. As a result, multiple calls would be queued
   by the calling party using the "please **wait** " function of the invention
   where the queued calls are **answered** in sequence.
      Thus, the system of the invention allows a called party to defer
   answering a call or disconnect a call without alerting existing calls...

 21/3,K/4   (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00687271
Automatic location identification and call forwarding techniques.
Automatische Stellenidentifizierungs- und Anrufumleitungstechnik.
Techniques d'identification automatique de position et de renvoi d'appel.
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
     (US), (applicant designated states: DE;FR;GB;IT)
INVENTOR:
  Salimando, Steven C., 23 Sunnycrest Court, Little Silver, New Jersey
     07739, (US)
LEGAL REPRESENTATIVE:
  Buckley, Christopher Simon Thirsk et al (28912), AT&T (UK) LTD., AT&T
     Intellectual Property Division, 5 Mornington Road, Woodford Green;
     Essex IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 656717 A1 950607 (Basic)
APPLICATION (CC, No, Date):   EP 94308642 941123;
PRIORITY (CC, No, Date): US 160313 931202
DESIGNATED STATES: DE; FR; GB; IT
INTERNATIONAL PATENT CLASS: H04M-003/54; G07C-009/00;
ABSTRACT WORD COUNT: 138
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count

```
      CLAIMS A  (English)  EPAB95    1326
      SPEC A    (English)  EPAB95    4458
Total word count - document A       5784
Total word count - document B          0
Total word count - documents A + B  5784
```

...SPECIFICATION on an answering device or by activating a paging system,
it would be much more desirable to speak directly to the person without
having to **wait** for the person to **answer** a page or a voice message.
Oftentimes, it can be an extremely frustrating experience to make
repeated attempts at reaching someone, only to be connected...

 21/3,K/5   (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00680194
Automatic speech recognition (ASR) processing using confidence measures.
Glaubwurdigkeitsmasse   verwendendes   Verfahren   zur   automatischen
    Spracherkennung.
Procede de reconnaissance de la parole automatique utilisant des mesures de
    la fiabilite.
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
    (US), (applicant designated states: DE;ES;FR;GB)
INVENTOR:
  Brems, Douglas J., 45 Asbury Avenue, Atlantic Highlands, New Jersey 07716
    , (US)
  Schoeffler, Max S., 17 Kenwood Lane, Matawan, New Jersey 07747, (US)
LEGAL REPRESENTATIVE:
  Watts, Christopher Malcolm Kelway, Dr. et al (37391), AT&T (UK) Ltd. 5,
    Mornington Road, Woodford Green Essex, IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 651372   A2   950503 (Basic)
                              EP 651372   A3   970604
APPLICATION (CC, No, Date):   EP 94307658 941019;
PRIORITY (CC, No, Date): US 144065 931027
DESIGNATED STATES: DE; ES; FR; GB
INTERNATIONAL PATENT CLASS: G10L-003/00; G10L-005/06;
ABSTRACT WORD COUNT: 191

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
```
Available Text  Language    Update    Word Count
      CLAIMS A  (English)  EPAB95       894
      SPEC A    (English)  EPAB95      5004
Total word count - document A         5898
Total word count - document B            0
Total word count - documents A + B    5898
```

...SPECIFICATION to Select Among Call Destinations in which a caller
interacts with a voice response unit having an ASR capability. Such
systems either request a verbal **input** or present the user with a menu
of choices, then **wait** for a verbal response, interpret the response
using ASR, and carry out the requested action, all without human
intervention.
    An important issue in designing the...

 21/3,K/6   (Item 6 from file: 348)

00632850
Speech dialogue system
Sprachdialogsystem
Systeme de dialogue vocale
PATENT ASSIGNEE:
  NEC CORPORATION, (236690), 7-1, Shiba 5-chome, Minato-ku, Tokyo, (JP),
    (Proprietor designated states: all)
INVENTOR:
  Hatazaki, Kaichiro, c/o NEC CORPORATION, 7-1, Shiba 5-chome, Minato-ku,
    Tokyo, (JP)
LEGAL REPRESENTATIVE:
  Betten & Resch (101031), Postfach 10 02 51, 80076 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 615228 A1 940914 (Basic)
                              EP 615228 B1   010718
APPLICATION (CC, No, Date):   EP 94103604 940309;
PRIORITY (CC, No, Date): JP 9348085 930309
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: G10L-015/22; G10L-015/28
ABSTRACT WORD COUNT: 120
NOTE:
  Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	1489
CLAIMS B	(English)	200129	1195
CLAIMS B	(German)	200129	966
CLAIMS B	(French)	200129	1293
SPEC A	(English)	EPABF2	6440
SPEC B	(English)	200129	5520
Total word count - document A			7930
Total word count - document B			8974
Total word count - documents A + B			16904

...SPECIFICATION executed per every one or several words to make the voice
  response, the user has to wait for completion of the application process
  and the **voice   response** output, this clearly interrupts his
  consideration and/or voice **input** .
  SUMMARY OF THE INVENTION
    In view of the inconvenience in the prior art system, an object of the
  present invention is to provide a speech...

...SPECIFICATION executed per every one or several words to make the voice
  response, the user has to wait for completion of the application process
  and the **voice   response** output, this clearly interrupts his
  consideration and/or voice **input** .
    From the GB-A-2 165 969 an interactive dialogue system comprising a
  speech recognizer and a speech synthesizer is known. The system includes
  a...

 21/3,K/7   (Item 7 from file: 348)

00599879

International priority calling system
Internationales Rufsystem mit Prioritat
Systeme d'appel international avec priorite
PATENT ASSIGNEE:
 · AT&T Corp., ·(589370), 32 Avenue of the Americas, New York, NY 10013-2412,
     (US), (Proprietor designated states: all)
INVENTOR:
   Friedes, Albert, 28 Yorktown Road, East Brunswick, New Jersey 08816, (US)
   Leighton, Diane Ruth, 59 Rockwell Circle, Marlboro, New Jersey 07746,
     (US)
   Sahni, Paramdeep Singh, 12 Manor Drive, Marlboro, New Jersey 07746, (US)
   Zahray, Walter Paul, 40 Beechwood Terrace, Matawan, New Jersey 07747,
     (US)
LEGAL REPRESENTATIVE:
   Harding, Richard Patrick et al (41295), Marks & Clerk, 4220 Nash Court,
     Oxford Business Park South, Oxford OX4 2RU, (GB)
PATENT (CC, No, Kind, Date): EP 582440 A2 940209 (Basic)
                              EP 582440 A3 941012
                              EP 582440 B1 020918
APPLICATION (CC, No, Date):   EP 93306000 930729;
PRIORITY (CC, No, Date): ·US 925050 920805
DESIGNATED STATES: DE; ES; FR; GB
INTERNATIONAL PATENT CLASS: H04M-003/48; H04Q-003/64; H04M-003/42
ABSTRACT WORD COUNT: 94
NOTE:
   Figure number on first page: NONE

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	830
CLAIMS B	(English)	200238	1060
CLAIMS B	(German)	200238	1071
CLAIMS B	(French)	200238	1226
SPEC A	(English)	EPABF2	4106
SPEC B	(English)	200238	4268
Total word count - document A			4937
Total word count - document B			7625
Total word count - documents A + B			12562

...SPECIFICATION an intermediate range i.e. between the first threshold and
   a second predetermined threshold, the announcement presented to the
   caller invites him or her to **choose** from the **options** of either being
   placed in a queue to **wait** for the call to be completed or to be called
   back at a telephone number of his or her choice when a circuit is
   expected...the record is checked in step 602 to determine whether it has
   progressed to the head of the queue's first tier. Upon a negative **answer**
    to that inquiry, after a **pause** for a predetermined **period** of **time**
   in step 603, the inquiry of step 602 is repeated until the record reaches
   the head of the queue. In step 604, the called number...

...SPECIFICATION an intermediate range i.e. between the first threshold and
   a second predetermined threshold, the announcement presented·to the
   caller invites him or her to **choose** from the **options** of either being
   placed in a queue to **wait** for the call to be completed or to be called
   back at a telephone number of his or her choice when a circuit is
   expected...the record is ·checked in step 602 to determine whether it has
   progressed to the head of the queue's first tier. Upon a negative **answer**
    to that inquiry, after a **pause** for a predetermined **period** of **time**
   in step 603, the inquiry of step 602 is repeated until the record reaches

the head of the queue. In step 604, the called number...

21/3,K/8   (Item 8 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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00251679
Sports technique and reaction training system.
Trainingssystem fur Sporttechnik und Reaktionsvermogen.
Systeme pour l'entrainement de la technique sportive et des reflexes.
PATENT ASSIGNEE:
   INNOVATIVE TRAINING PRODUCTS, INC., (783350), 75 Haskett Drive, Syosset
      New York, (US), (applicant designated states:
      AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)
INVENTOR:
   Elstein, Rick Allan, 76 Hidden ·Ridge Drive, Syosset New York, (US)
   Faret, Svein, 30A Main Parkway, Plainview New York, (US)
   Gazzo, John J., 120 Caramel Road, Commack New York, (US)
LEGAL REPRESENTATIVE:
   Schmidt-Evers, Jurgen, Dipl.-Ing. (10434), , , ( )
PATENT (CC, No, Kind, Date): EP 253920 A2 880127 (Basic)
                              EP 253920 A3 880817
                              EP 253920 B1 920205
APPLICATION (CC, No, Date):   EP 86113366 860929;
PRIORITY (CC, No, Date): US 890716 860725
DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE
INTERNATIONAL PATENT CLASS: A63B-069/00; A61B-005/16;
ABSTRACT WORD COUNT: 226

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS B   (English) EPBBF1   1180
      CLAIMS B   (German)   EPBBF1   816
      CLAIMS B   (French)   EPBBF1   1025
      SPEC B   (English) EPBBF1   13142
Total word count - document A   0
Total word count - document B   16163
Total word count - documents A + B 16163

...SPECIFICATION response training drill cartridges. The user environment
   allows the selection of these program sequences via the keypad, and
   allows for selective alteration and reprogramming of **the** default lamp/
   pause timing **periods** by the user.
      The base system is equipped with the basic response training programs
   in an external ROM (XROM) memory memory cartridge plugged into port...

21/3,K/9   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00535386   **Image available**
AUTOMATIC ROUTING AND INFORMATION SYSTEM FOR MOBILE TELEPHONIC SERVICES
SYSTEME DE ROUTAGE AUTOMATIQUE ET D'INFORMATION POUR SERVICES TELEPHONIQUES
   MOBILES
Patent Applicant/Assignee:
   MUREX SECURITIES LTD,
   SHAFFER James D,

MOORE George G,
Inventor(s):
  SHAFFER James D,
  MOORE George G,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9966738 A1 19991223
  Application: WO 99US13775 19990618 (PCT/WO US9913775)
  Priority Application: US 98100567 19980619
Designated States: AE AL AM AT AT AU AZ BA BB BG BR BY CA CH CN CU CZ CZ DE
  DE DK DK EE EE ES FI FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
  KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI
  SK SK SL TJ TM TR TT UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG
  ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU
  MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 35885

Fulltext Availability:
  Detailed Description

Detailed Description
.... demands for extended support hours 5 of seven days a week and 24 hours
  a day, and the goal of reduced telephone busy and on- **hold**   **times** has
  resulted in many vanity advertisers **answering** vanity number calls with
  Voice   Response Units (**VRU**). The proliferation of vanity numbers and
  the utilization of the VRU have created a need to automate, through what
  is now called intelligent call processing, a higher percentage of calls
  being **answered** by the **VRU** .

  In this context, automated intelligent call processing is defined as the
  capture of network-provided data, such as 1 0 ANI and dialed number
  identification...

  21/3,K/10 ·   (Item 2 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00533862   **Image available**
**MULTIMEDIA   MANAGING   AND   PRIORITIZED   QUEUEING   SYSTEM   INTEGRATED   WITH
    INTELLIGENT ROUTING CAPABILITY**
**SYSTEME   MULTIMEDIA   DE   GESTION   ET   DE MISE EN FILE D'ATTENTE DE PRIORITE
    ASSOCIE A UN SYSTEME D'ACHEMINEMENT INTELLIGENT**
Patent Applicant/Assignee:
  GENESYS TELECOMMUNICATIONS LABORATORIES INC,
Inventor(s):
  SHTIVELMAN Yuri,
  MILOSLAVSKY Alec,
  BONDARENKO Oleg,
  NEYMAN Igor,
  GISBY Douglas,
  CRONIN Paul,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9965214 A1 19991216
  Application: WO 99US12841 19990607 (PCT/WO US9912841)
  Priority Application: US 9896729 19980611
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
  LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA
  UG UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM

AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM
GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 7803

Fulltext Availability:
  Detailed Description

Detailed Description
... good will for the host of the call center.

  In the case of a live DNT call, IVR 25 informs the client of the
  estimated **waiting period** before an agent will be available to **answer**
   the DNT call. An electronic voice message may be left by the customer,
  stored and routed in the same manner as virtual calls representing COST
  ...

 21/3,K/11   (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00532392   **Image available**
**POINT OF SALE ACTIVATION AND DEACTIVATION OF PRE-PAID TELEPHONE CALLING
    CARDS
ACTIVATION ET DESACTIVATION SUR LE POINT DE VENTE DE CARTES TELEPHONIQUES
    PREPAYEES**
Patent Applicant/Assignee:
  MCI WORLDCOM INC,
Inventor(s):
  BOND James Duke,
  HENDERSON Karl,
  MIR Kamran,
  WU Frank,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9963744 A1 19991209
  Application: .   WO 99US12182 19990602 (PCT/WO US9912182)
  Priority Application: US 9889815 19980603
Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language:. English
Fulltext Word Count: 16247
Fulltext Availability:
  Detailed Description

Detailed Description
... message may indicate that the caller has
  reached a service provider's prepaid POS service. Call
  flow then proceeds to S3 where the caller is **prompted** to
  enter a pass code, At S5, system routines will **wait** for
  user **input** . At S7, system routines will determine
  whether or not the caller entered a valid pass code. If
  not, processing proceeds to S6, where an invalid...

 21/3,K/12   (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00523749   **Image available**

METHOD IN A TELEPHONE SERVICE FOR IMPLEMENTING QUEUING ACCORDING TO A
     DESIRED CHARGE
PROCEDE POUR EXECUTER LA MISE NE FILE D'ATTENTE EN FONCTION D'UN TARIF
     VOULU DANS UN SERVICE TELEPHONIQUE
Patent Applicant/Assignee:
  HELSINGIN PUHELIN OYJ - HELSINGFORS TELEFON ABP,
  ISOTALO Lauri,
  KAVONIUS Juha,
  LAIHONEN Markku,
Inventor(s):
  ISOTALO Lauri,
  KAVONIUS Juha,
  LAIHONEN Markku,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9955101 A1 19991028
  Application: WO 99FI314 19990416 (PCT/WO FI9900314)
  Priority Application: FI 98865 19980417
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE
  ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
  LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
  UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD
  RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
  CG CI CM GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 5438

Fulltext Availability:
  Detailed Description

Detailed Description
... 102 to
  charge the call using a preset queuing rate, e.g., equal to the local
  call
  rate and to direct the call to the VRU 104. Additionally, the SCP
  server
  103 **commands** the SSP exchange 102 to **wait** for further instructions on
  handling the call.

  3) The SSP exchange 102 directs the call to the VRU 104 and starts the
  charging of the...rate, e.g., equal to the local call
  rate and to direct the call to the VRU 104. Additionally, the SCP server
  1 5 103 **commands** the SSP exchange 102 to **wait** for further
  instructions on handling the call.

  13) The SSP exchange 102 directs the call to the VRU 104 and starts the
  charging of the...e.g., to the Calling Party
  Number field, the OCA (Original Called Address) field or the REDI
  (Redirecting Number) field. Additionally, the SCP server 103 **commands**
  the SSP exchange 102 to **wait** for further instructions on handling the
  call.

  23) The SSP exchange 102 directs the call to the VRU 104 and starts the
  charging of the...

 21/3,K/13   (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00514339   **Image available**

INTERNET AND TELEPHONY BASED MESSAGING SYSTEM
SYSTEME DE MESSAGERIE A BASE D'INTERNET ET DE TELEPHONIE
Patent Applicant/Assignee:
  WEBLEY SYSTEMS INC,
Inventor(s):
  KURGANOV Alex,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9945691 A1 19990910
  Application: WO 99US4522 19990302   (PCT/WO US9904522)
  Priority Application: US 9833335 19980302
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
  LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA
  UG UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM
  AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM
  GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 4569

Fulltext Availability:
  Detailed Description

Detailed Description
... messages, marking, saving or deleting messages during the same
   session. E-mail messages can also be sent to any fax machine. Further,
   subscribers can immediately **respond** to faxes rather than **waiting** to
   retrieve copies and **delay** responses. Incoming faxes are received, the
   subscriber is notified of the arrival of the new fax, the fax can then be
   stored for later viewing...

 21/3,K/14   (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00500556
AUTOMATED WARRANTY REGISTRATION
ENREGISTREMENT DE GARANTIES AUTOMATISE
Patent Applicant/Assignee:
  ERICSSON INC,
Inventor(s):
  RYDEBECK Nils,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9931908 A1 19990624
  Application: WO 98US24440 19981116   (PCT/WO US9824440)
  Priority Application: US 97991907 19971216
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH
  CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW
  ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 6988

Fulltext Availability:
  Detailed Description

Detailed Description
... registration, the call is terminated, and the process returns to
   Figure 1 at Point B.

As indicated by Figure 3, if the phone encounters a **time - out** situation while **waiting** for the user to **press** a **key** (box 330) or the **VRU** to **respond** (box 360), the phone aborts the registration procedure (box 390).

9
Another alternative embodiment shown in Figure 4 is used for phones operating in analog...

21/3,K/15   (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00456834   **Image available**
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY
    COMMUNICATION
SYSTEME PROCEDE ET ARTICLE CONCU POUR LES COMMUNICATIONS TELEPHONIQUES PAR
    RESEAU COMMUTE
Patent Applicant/Assignee:
  MCI WORLDCOM INC,
Inventor(s):
  ZEY David A,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9847298 A2 19981022
  Application: WO 98US7927 19980415 (PCT/WO US9807927)
  Priority Application: US 97835789 19970415; US 97834320 19970415
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
  MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
  GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK
  ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN
  TD TG
Publication Language: English
Fulltext Word Count: 156638
Fulltext Availability:
  Detailed Description

Detailed Description
... is sent back to the caller.

  If the user is reachable through the directory system, but is currently
  not running his voice software (IP address **responds** , but not the
  application -
  see below for verification that this is the party in question) then an
  appropriate message is returned to the caller. (As...

21/3,K/16   (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00445043   **Image available**
METHOD AND APPARATUS FOR PRIORITY QUEUING OF TELEPHONE CALLS
PROCEDE ET APPAREIL DE MISE EN FILE D'ATTENTE PRIORITAIRE DES APPELS
    TELEPHONIQUES
Patent Applicant/Assignee:
  WALKER ASSET MANAGEMENT LIMITED PARTNERSHIP,
Inventor(s):

WALKER Jay S,
JORASCH James A,
SPARICO Thomas M,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9835507 A2 19980813
  Application: WO 98US1665 19980129 (PCT/WO US9801665)
  Priority Application: US 97796132 19970206
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH
  DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR
  NE SN TD TG
Publication Language: English
Fulltext Word Count: 5258

Fulltext Availability:
  Detailed Description

Detailed Description
... it includes an interactive voice
  response unit (IVRU). The IVRU is utilized to
  20 intermittently communicate with incoming callers,
  indicating position in the queue and **waiting   time** until the
  call is expected to be **answered** .

  U.S. Patent 5,020,095 to Morganstein et al. describes
  25 a call processing

 21/3,K/17   (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00424464   **Image available**
ADVANCE NOTIFICATION SYSTEM FOR USE WITH VEHICULAR TRANSPORTATION
SYSTEME D'ANNONCE A L'AVANCE DESTINE A ETRE UTILISE AVEC DES VEHICULES DE
    TRANSPORT
Patent Applicant/Assignee:
  GLOBAL RESEARCH SYSTEMS INC,
Inventor(s):
  JONES Martin Kelly,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9814926 A1 19980409
  Application: WO 96US15983 19961004 (PCT/WO US9615983)
  Priority Application: WO 96US15983 19961004
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CU CZ DE DK EE ES FI
  GB GE HU IL IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO
  NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG
  AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL
  PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
·Publication Language: English
Fulltext Word Count: 13246

Fulltext Availability:
  Claims

Claim
... identification. - 31
  B. Initiation of System Use
  The service provided by the system 10 can be started

when the system user calls into the interactive **voice response** system (**IVR**) from a telephone 29, preferably a **touch - tone** telephone. The system user receives a prompt to enter his/her telephone number. The user hangs up, and the BSCU 14 calls the system user...

...trade name "Bus-Call," which is currently a federally registered trademark on the Principal Register at the United States Patent and Trademark Office.
Examiple Session
IVR : "Welcome to Bus-Call. Please enter your telephone **number** now."
Sub: < **Keypad** numbers **pressed** >
IVR : "The **number** you entered is xxx-xxxx. If this is correct, please press 11,1 if not press 121. ·The Bus-Call system will call you back within a couple of minutes. Thank you and please hang up now."
Sub: < **Answers** returned call>
IVR : "Hello, thank you for using the Bus-Call system. Please press:
Ill to start the Bus-Call service to your home;
121 to change the made to Bus-Call."
C. Service Inception
In the preferred embodiment, with the implementation of the **IVR** , the BSCU 14 provides voice **prompts** to guide the user through a telephone call when the user wishes to configure the BSCU 14 or retrieve information.
in the preferred configuration, voice...

...An example illustrating the foregoing process follows.
Example Session
Sub: <The system user calls in and enters the appropriate option to start Bus-Call service>
IVR : "Please enter your bus **number** now."
Sub: < **Keypad** **number** **pressed** >
IVR : "The **number** you entered is xx. If this is correct please press I 1. If this **number** is incorrect please **press** 12.111
Sub: < **Keypad** **number** **pressed** >
IVR : "Please enter your bus stop **number** now."
Sub: < **Keypad** **number** **pressed** "
IVR : The **number** you entered is xx. If this is correct please press '1.' If this number is incorrect, please press 12.111
Sub: <Keypad number pressed>
D...

...foregoing methodology is set forth hereafter.
Exam-ole Session
Sub: <The system user calls in and enters the appropriate option to start Bus-Call service>
IVR : "Please enter your bus **number** now."
Sub: < **Keypad** **number** **pressed** >
IVR : VIThe **number** you entered is xx. If this is correct please press 11.1 If this **number** is incorrect please **press** 12.111

```
Sub: < Keypad    number    pressed >
 IVR : "Please enter your bus stop  number  now.,,
Sub: < Keypad    number    pressed "
 IVR : The  number  you entered is xx. If this is correct
please press '1.1 If this  number  is 'incorrect,
please press  12.111
 Sub: < Keypad    number    pressed >
 IVR : Bus-Call will ring your telephone five minutes
before the bus arrives. If five minutes is not
enough time, press 11.1 If five minutes is OK,
press 12.111
Sub: < Keypad    number    pressed >
 IVR : "Thank you"
or
"Please enter the new notification time now."
< Keypad    number    pressed >
 "The time you entered is xx minutes. If this is
correct, press '1.1 If this number is incorrect,
.press 12.1
<Keypad number pressed...

...option, the IVR provides information about the
current vehicle location. - 34
Examiple Session
IVR: "Press (3) if you think you have missed the
bus."
Sub- < Keypad  (3) . pressed >
 IVR : "Please enter your telephone number now."
Sub: < Keypad  numbers  pressed >
 IVR : "The bus has ... 11
11 ... Already passed your stop. The Bus-Call
system called your telephone number at 7:27 a.m.
and received a...

...14 makes three
attempts to provide notification.
Example Session
IVR: "Press (4) if you would like a report on the last
notification attempt.11
Sub: < Keypad  (4)  pressed >
 IVR : "Please enter your telephone number now."
Sub: < Keypad  numbers  pressed >
 IVR : "The Bus-Call system called your telephone number
at 7:15 a.m. on Monday, February 20..."
... The call was answered."
or
... The telephone was...
```

 21/3,K/18   (Item 10 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00410498   **Image available**
INTERACTIVE METHOD AND APPARATUS FOR THE GENERATION OF LEADS
PROCEDE ET APPAREIL INTERACTIFS EN VUE DE L'ELABORATION DE LISTES DE
    CLIENTS EVENTUELS
Patent Applicant/Assignee:
  NORTHAMERICOM CORPORATION,
Inventor(s):

THORNTON James T,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9800957 A1 19980108
  Application: WO 97US11663 19970630 (PCT/WO US9711663)
  Priority Application: US 96675274 19960701
Designated States: AU CA IL JP MX AT BE CH DE DK ES. FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language: English
Fulltext Word Count: 11908

Fulltext Availability:
  Detailed Description

Detailed Description
... the number of replays allowed
  of messagesf the maximum time allowed to record voice
  messages. (if this function is permitted), the number of
  seconds to **wait** for DTMF **input** and the forced logic
  structure of the DNI file which will operate when
  incomplete or improper inputs are entered.

  The DNI database also tracks the...

 21/3,K/19   (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00409496   **Image available**
VALIDATION QUERY BASED ON A SUPERVISORY SIGNAL
INTERROGATION   DE   VALIDATION   EFFECTUEE   SUR   LA   BASE   D'UN   SIGNAL   DE
    SURVEILLANCE
Patent Applicant/Assignee:
  MCI COMMUNICATIONS CORPORATION,
Inventor(s):
  JORDAN David,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9750241 A1 19971231
  Application: WO 97US11244 19970627 (PCT/WO US9711244)
  Priority Application: US 96671184 19960627
Designated States: AU CA JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL
  PT SE
Publication Language: English
Fulltext Word Count: 9066

Fulltext Availability:
  Detailed Description

Detailed Description
... respond with a "yes" or a "no." After requesting a response, the
  system waits a predetermined period of time, during which it records any
  voice **input** from the requested party. At the end of the predetermined
  waiting period , the voice recognition system determines whether the
  requested party accepts or declines the charges.

  As another example, an automated operator may require the requested
  party...

 21/3,K/20   (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00358934
HANDHELD REMOTE COMPUTER CONTROL AND METHODS FOR SECURED INTERACTIVE REAL-TIME TELECOMMUNICATIONS
DISPOSITIF TENU A LA MAIN PERMETTANT UNE COMMANDE D'ORDINATEUR A DISTANCE ET PROCEDES PERMETTANT DES TELECOMMUNICATIONS INTERACTIVES PROTEGEES, EN TEMPS REEL
Patent Applicant/Assignee:
  E-COMM INCORPORATED,
  WALSH Joseph F,
  BOYDSTON Joseph F,
Inventor(s):
  WALSH Joseph F,
  BOYDSTON Joseph F,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9641448 A1 19961219
  Application: WO 96US9594 19960607 (PCT/WO US9609594)
  Priority Application: US 95480614 19950607; US 95482261 19950607; US
    95485083 19950607
Designated States: AU CA JP MX US AT BE CH DE DK ES FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language: English
Fulltext Word Count: 28050

Fulltext Availability:
  Detailed Description

Detailed Description
  ... the audio or textual output to a user device is changeable and is
  generated dynamically. Representative examples of "real time" processes
  include sending display or **voice** **responses** to the user device in
  response to **command** messages from the user device; all

 21/3,K/21   (Item 13 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00358933
LOW POWER TELECOMMUNICATION CONTROLLER FOR A HOST COMPUTER SERVER
DISPOSITIF DE COMMANDE DE TELECOMMUNICATION A FAIBLE PUISSANCE POUR SERVEUR D'ORDINATEUR PRINCIPAL
Patent Applicant/Assignee:
  E-COMM INCORPORATED,
  WALSH Joseph F,
  BOYDSTON David H,
Inventor(s):
  WALSH Joseph F,
  BOYDSTON David H,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9641447 A1 19961219
  Application: WO 96US9407 19960607 (PCT/WO US9609407)
  Priority Application: US 95480614 19950607; US 95482261 19950607; US
    95485083 19950607
Designated States: AU CA JP MX US AT BE CH DE DK ES FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language: English
Fulltext Word Count: 19848
Fulltext Availability:

Detailed Description

Detailed Description
... the audio or textual output to a user device is changeable and is
generated dynamically. Representative examples of "real time" processes
include sending display or **voice** **responses** to the user device in
response to **command** messages from the

 21/3,K/22   (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00294799
A CALLER NAME AND IDENTIFICATION COMMUNICATION SYSTEM WITH CALLER SCREENING
     OPTION
SYSTEME DE TELECOMMUNICATIONS AVEC IDENTIFICATION ET ANNONCE DU NOM DE
     L'APPELANT, OFFRANT UNE OPTION DE FILTRAGE DES APPELS
Patent Applicant/Assignee:
  ENGINEERING AND BUSINESS SYSTEMS INC,
Inventor(s):
  SERBETCIOGLU Bekir,
  BAGOREN Ilhan,
  DUMAN Osman,
  OZULKULU Esref,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9512948 A1 19950511
  Application: WO 94US12545 19941031 (PCT/WO US9412545)
  Priority Application: US 93147346 19931101
Designated States: AU BG BR BY CA CN CZ FI HU JP KP KR NO NZ PL RO RU SI SK
  UA VN AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 7503
Fulltext Availability:
  Detailed Description

Detailed Description
... and step 30 in Fig.

  2A, the name, such as, for example, Jack Brown, will be
  given by the caller, and the IVR 348 will **prompt** the caller
  to **wait** while the system is locating the called subscriber
  or party.

  As shown in step 40 of Fig. 2A and Fig. 3G, a call is
  initiated...

 21/3,K/23   (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00152629   **Image available**
THE INFORMATION STATION
POSTE D'INFORMATIONS
Patent Applicant/Assignee:
  DUBRUCQ Denyse,
Inventor(s):
  DUBRUCQ Denyse,
Patent and Priority Information (Country, Number, Date):

Fulltext Availability:
  Claims

Claim
... or in use of
  its information and activity base through one of
  many terminals.
  an information station allowing cable
  connected, remote and external terminals with **voice**
  response and/or touch response **input** .
  30
  an information station which has **voice** **response**
  to include system **commands** , spoken word comparison
  for **answer** or comment responses, and pronunciation
  evaluation for both speech therapy and language
  35
  instruction, and for use in user identification.
  an information station with a...
?

26/3,K/1   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01024775   **Image available**
METHOD FOR CONTROLLING A VOICE APPLICATION THROUGH A WEB INTERFACE
APPLICATION VOCALE PARAMETRABLE PAR L'UTILISATEUR ET TEST DE COMPOSANT D'INFRASTRUCTURE DE SYSTEME D'APPLICATION VOCALE
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  Detailed Description

Detailed Description
... incoming telephone calls to intended call recipients, or agents. The
  ACD is known to comprise a sub-system that can provide call queuing and
  automatic **wait** handling of incoming telephone calls. The PBX/ACD 4 can
  be coupled to one or more interactive **voice** **response** systems 5 (**IVR**
).

  The 1VR 5 is well recognized to be a system that provides voice queries
  to a telephone caller. Voice queries typically direct the telephone
  caller...
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